HiTi USB Card Printer

FAQ

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Chap 1. What to Know Before Using

Safety

Q1: What should I know before using the CS-300?

A:

Please read these instructions carefully. Save these instructions for future reference.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
3. Do not use this product near water.
4. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
5. Openings in the cabinet and the bottom are provided for ventilation; to ensure reliable operation of the product and to protect it form overheating, these openings must not be blocked or covered. Placing the product on a bed, sofa, rug, or other similar surface should never block the openings.
6. Theirs products should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
7. This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
8. If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel.

Consumables

Q1: What is the specification of the CR-80 blank card (thick card) provided by HiTi?

A:

The CR-80 blank card (thick card) provided by HiTi complies the ISO 7810 standard. The standard size of CR80 with the standard regulation of ISO 7810 is 85.6*53.98mm.

<u>NOTE:</u>

Hi-Touch Imaging Technologies will not be responsible to any damage of the printer caused by non-standard card printing.

System Requirement

<u>Q1: What's the system requirement for 640Amphi?</u>

A:

Please make sure your PC conforms to the following requirements.

1. Intel Pentium or compatible PC.
2. Windows 98/ME/2000/XP.
3. 128MB RAM or greater.
4. Available USB port.
5. 100MB or greater free hard disk space.
6. CD-ROM Drive.

<u>Q2: What's the system requirement for CS-300?</u>

A:

Please make sure your PC conforms to the following requirements.

1. Intel Pentium or compatible PC.
2. Windows 2000/XP.
3. 128MB RAM or greater.
4. Available USB port.
5. 100MB or greater free hard disk space.
6. CD-ROM Drive.

After Service

<u>Q1: What is the warranty policy of 640Amphi?</u>

A:

1. The warranty is offered to its original purchaser, and not transferable to anyone who subsequently purchases, leases or otherwise obtains the printer from the original purchaser.
2. Original and dated purchase invoice or sales receipt must be provided in order to receive warranty services.
3. All defective parts and printers replaced under warranty will become the property of HiTi or HiTi's authorized service providers.
    (1) There will be no charge for labor and parts during the warranty period (Appendix 1)

If it is determined that the printer cannot be repaired, HiTi or HiTi's authorized service providers may exchange the defective printer for a printer of equal or greater value.

(2) The warranty does not extend to any printers which are not purchased from HiTi or HiTi's authorized distributors, and does not cover the sample print kit, accessories (Appendix 2), software and proprietary data (Appendix 3).

(3) The warranty will be voided if printing by other brands of consumables.

(4) Keep ribbons and cards for service execution if quality issue happens.

(5) This warranty also does not extend to any printers that have been damaged or rendered defective:

- As a result from the usage of the printer other than its normal intended use.
- From failure to use the printer in accordance with the user's manual.
- Due to any other misuse, abuse or negligence in handling or operating the printer.
- By the use of parts or consumables not intended for this product.
- By modification to the printer.
- As a result of service by anyone other than HiTi or HiTi's authorized service provider.
- From mishandling or poor packaging during transportation.
- By unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, flood, or other disasters of Nature.
- As a result of improper storage and ventilation.
- From lack of periodic or preventative maintenance/cleaning.
- When the serial label is removed, damaged or made illegible.
- HiTi reserves rights to explain and modify service policy hereby.

Appendix:

1. "No Charge" excludes:
   - Transportation fee of printer's return.
   - On-site installation and setting.
2. "Accessory" includes cartons, USB cable, power cord, cleaning roller, user manual, card holder, card weight and clean kit.
3. "Software and Proprietary Data" includes applications, driver and source code.

Q2: What is the warranty policy of CS-300?

A:

1. The warranty is offered to its original purchaser, and not transferable to anyone who subsequently purchases, leases or otherwise obtains the printer from the original purchaser.
2. Original and dated purchase invoice or sales receipt must be provided in order to

receive warranty services.

3. All defective parts and printers replaced under warranty will become the property of HiTi or HiTi's authorized service providers.

   (1) There will be no charge for labor and parts during the warranty period (Appendix 1) If it is determined that the printer cannot be repaired, HiTi or HiTi's authorized service providers may exchange the defective printer for a printer of equal or greater value.

   (2) The warranty does not extend to any printers which are not purchased from HiTi or HiTi's authorized distributors, and does not cover the sample print kit, accessories (Appendix 2), encoding modules (Appendix 3), software and proprietary data (Appendix 4) .

   (3) The warranty will be voided if printing by other brands of consumables (Appendix 5).

   (4) Keep ribbons and cards for service execution if quality issue happens.

   (5) This warranty also does not extend to any printers that have been damaged or rendered defective:

- As a result from the usage of the printer other than its normal intended use.
- From failure to use the printer in accordance with the user's manual.
- Due to any other misuse, abuse or negligence in handling or operating the printer.
- By the use of parts or consumables not intended for this product.
- By modification to the printer.
- As a result of service by anyone other than HiTi or HiTi's authorized service provider.
- From mishandling or poor packaging during transportation.
- By unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, flood, or other disasters of Nature.
- As a result of improper storage and ventilation.
- From lack of periodic or preventative maintenance/cleaning.
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Appendix:

1. "No Charge" excludes:

- Transportation fee of printer's return.
- On-site installation and setting.

2. "Accessory" includes cartons, USB cable, power cord, cleaning roller, user manual, card holder, card weight and clean kit.

3. "Encoding Module" includes the contact smart card encoding module, contactless smart card encoding module and magnetic stripe encoding module.

4. "Software and Proprietary Data" includes applications, driver and source code. "Consumables" includes YMCKO ribbon, resin K ribbon and all sizes of card.
5. HiTi's card is manufactured by criteria of ISO 7810. Its standard size is 85.6mm*53.98mm.

Chap 2. Product Information

Q1: Can I print CR-80/CR-90/CR-100 blank cards from HiTi's dye-sub printers?

A:

Yes. HiTi 640Amphi is a model designed for printing CR-80/CR-90/CR-100 blank cards (thin card); CS-300 is a model designed for printing CR-80 blank cards (thick card).

Q2: What is the difference between HiTi 640DL and HiTi 640Amphi?

A:

1. 640DL: This printer is for heavy 4x6 photo papers usage and is mainly intended to stay in a place permanently.
2. 640Amphi: This printer is for both heavy 4x6 photo papers and CR-80/CR-90/CR-100 blank cards (thin card) usage and is mainly intended to stay in a place permanently.

Q3: How long can I keep the printout of printed card?

A:

Under normal situation, printout of printed card can be kept for 6-months at least.

Q4: How to keep the printed card?

A:

1. Laminate a cold laminating film to printed card as a protection.
2. Put PET or OPP slim and transparent cards to card holder to isolate printed card and card holder.
3. Put printed card into the holder which is made by PET or OPP, but PVC.

Q5: What should I know for keeping printed card?

A:

1. Please don't put printed card into the holder which is made by PVC, or the color of printed card will be stuck or transferred to PVC holder.
2. Please don't use printed card under the surrounding of high temperature or high humidity.
3. Please don't store printed card with abrasive surface. (i.e. wallet.)

Q6: What is the standard thickness of blank cards that 640Amphi can print?

A:

0.25mm.

Q7: What is the standard thickness of blank cards that CS-300 can print?

A:
0.3, 0.5, 0.8 and 1.0mm.

Chap 3. Setup and Installation

Driver Installation- Windows

Q1: How can I remove the 640Amphi or CS-300 driver?

A:

1. Press "Start/Settings/Control Panel/Add & Remove Applications/HiTi CS－300" and press the "Add & Remove" button.
2. After pressing the button, press "start" to remove.
3. Press "yes" to reboot after uninstalling the driver.

Q2: What's the correct procedure to install the 640Amphi or CS-300 driver?

A:

1. Login to Windows as "Administrator" privilege.
2. Execute the "autorun.exe" and start the installation.
3. Before installing the driver, please unplug or power off the printer.
4. After you have selected "start", the program will start coping files to your destinated drive, then there will be message indicating to plug the USB or power on the printer. At this moment the "found new hardware wizard" will appear and the installation will keep running.
5. If there is a warning message "Digital Signature, this program has not been certified by Windows", please select "continue". Please feel free to do so for all HiTi drivers has been tested and debugged before release.
6. After all the files has been copied, the " Found New Hardware Wizard, will appear again, please press "finish" to complete the process.

Q3: How come my PC doesn't detect 640Amphi or CS-300 after driver installation, and shows me a "Unknown Device" message?

A:

Please go to "C:\WINDOWS\INF", modify the name of "usbprint.in" to "usbprint.inf" and delete "Unknown Device" in the "Control Panel/ System/ Hardware/ Hardware Manager", and then reconnect the printer to PC to complete the driver installation.

Chap 4. Operation

Software Operation

DB Maker

Q1: What is DB Maker used for?

A:

It is used to create a database for batch print.

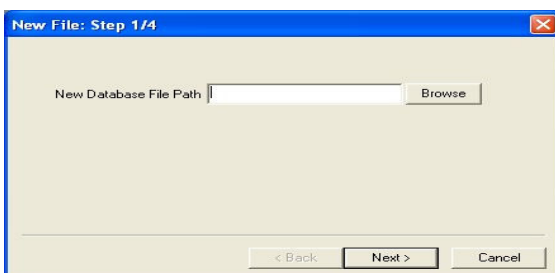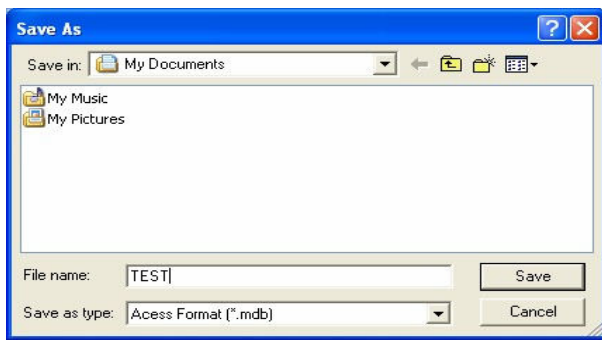Q2: How to create a database for batch print?
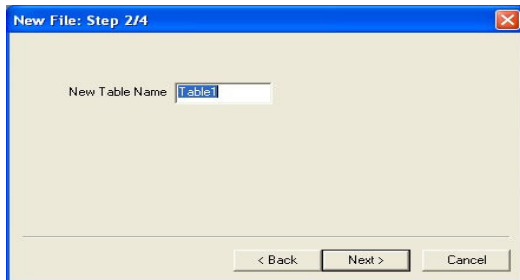
A:

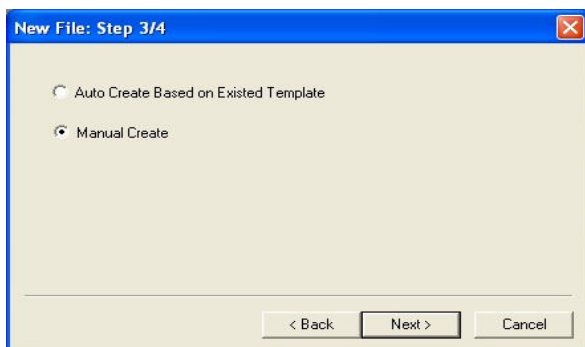1. Create database.
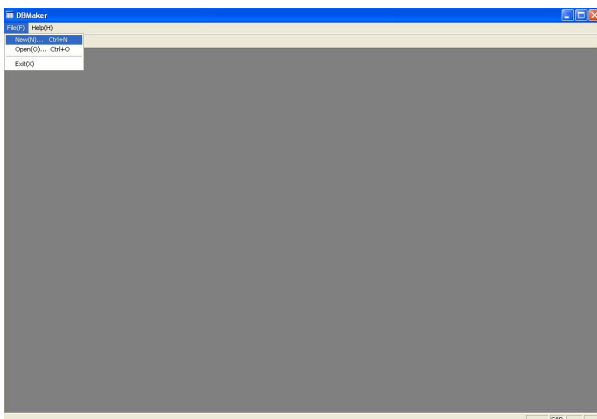
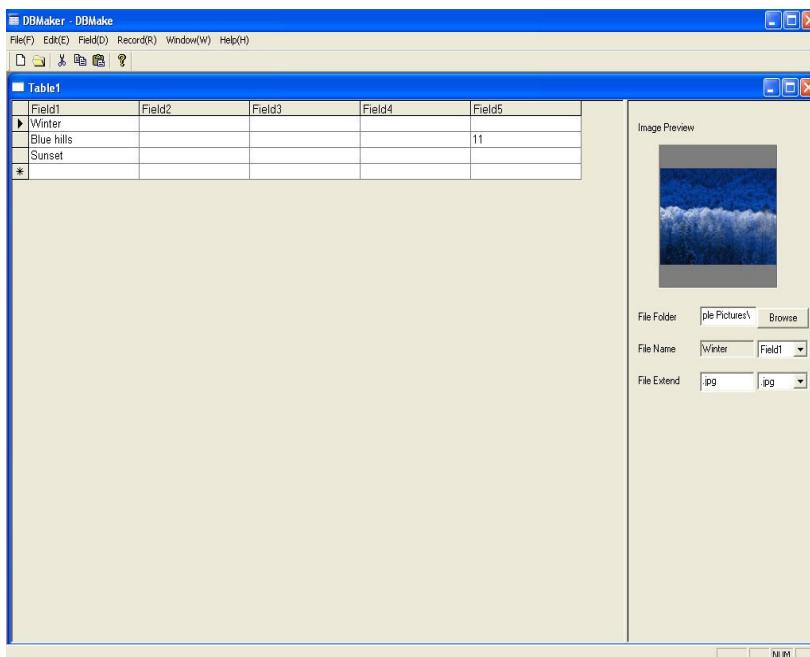2. Name file and locate file path.

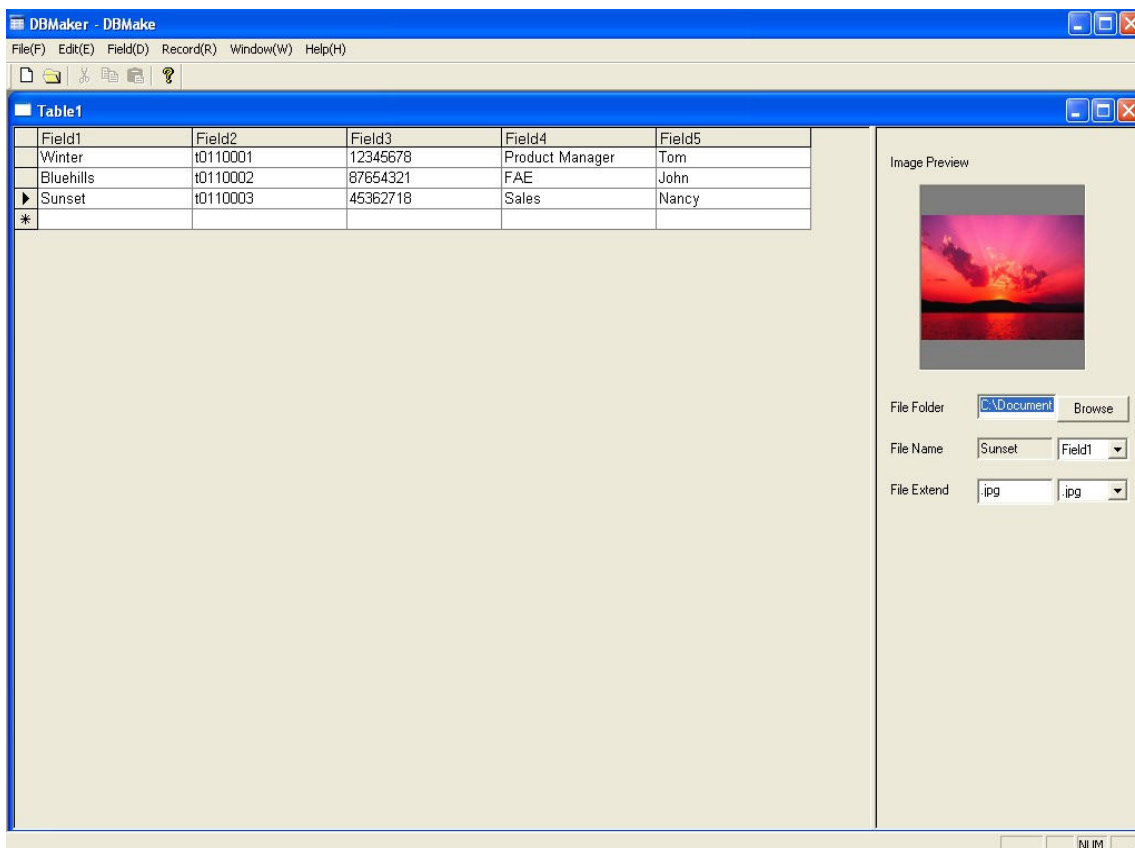3. Name table.

4. Select "Manual Create" if you haven't had a database yet.

5. Create fields based on your data source.

6. Maintain data to every field.

7. Locate file folder to preview image.

Q3: How come I can't preview images from DB Maker?

A:

1. Please make sure the name in the field is same as the name of file. i.e. The name of file

is "Winter.jpg", so you should maintain the name in the "Field1" to "Winter".

2. Please make sure the file folder you selected is correct. i.e. "C:\Documents and Settings\kurttung.HITI\Desktop\".
3. Please make sure the file name and the field are selected correctly.
4. Please make sure the file extension name is selected correctly.
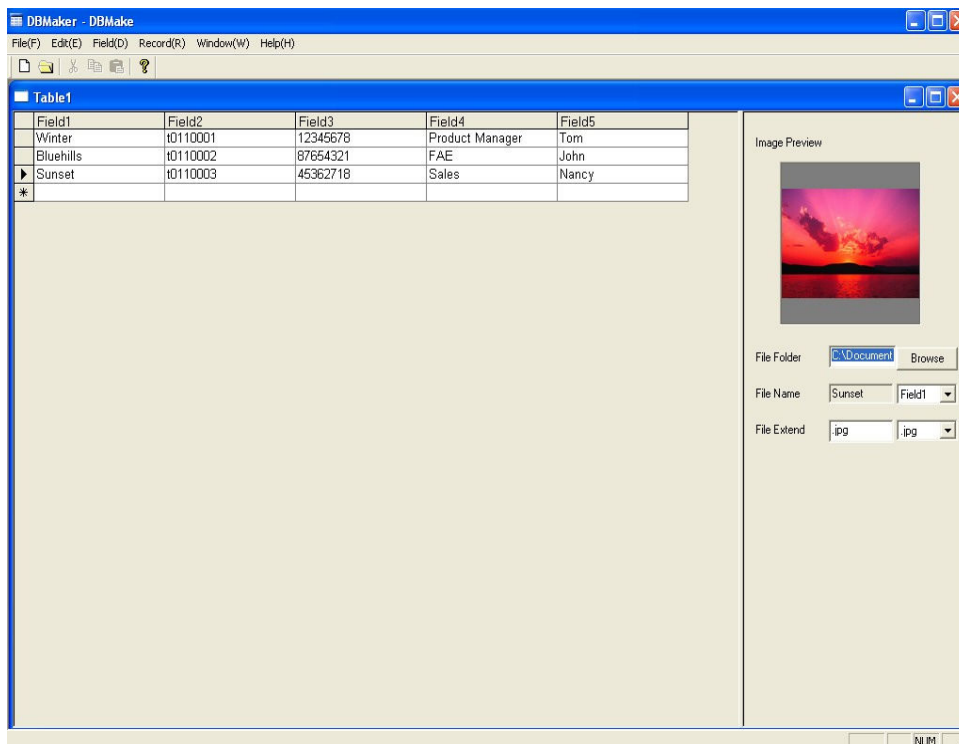
Q4: Do I need to set up file folder for each picture?

A:

No. Simply map one of them then you will be able to review all pictures here.

Q5: How to set up a database file for the designed template?

A:

After designing your own template in CardDésirée CS, you can save it as *.mds file.

Please select "Auto Create Based on Existed Template" to open a new file.

DBMaker will create a new database fields of which are based on the layers of an existent *.mds template which you created in the software, CardDésirée CS. (Notice：*.mds is CardDésirée CS template format.)

New File: Step 3/4

- ⦿ Auto Create Based on Existed Template
- ○ Manual Create

[<上一步(B)] [下一步(N)>] [取消]
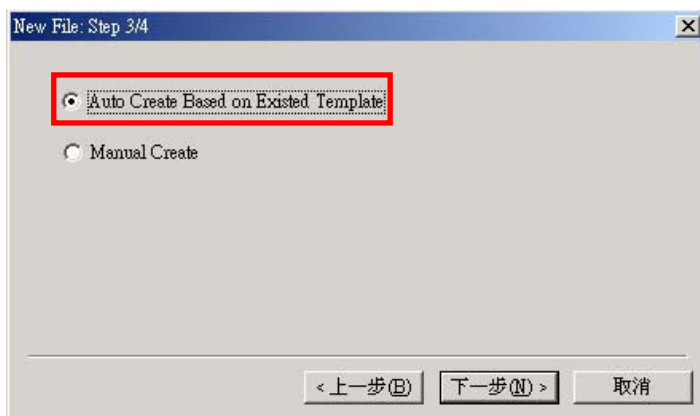
CardDésirée

Q1: What is CardDésirée for?

A:

CardDésirée is a professionally designed application for 640Amphi to print CR-80/CR-90/CF-100 blank cards (thin card).

Q2: How can I import image files from CardDésirée?

A:

Go to "File/ Import". You can import image files via Image Brower, TWAIN and HiTi Printer.

Q3: How can I import image files from Digital Still Camera on CardDésirée?

A:

If one of following Canon DSC models is connected with PC, photos shot on that Canon DSC will be directly presented in the "Take Photo Dialog" (Go to "View/ Take Photo") window on CardDésirée.

Below are Canon DSC models which are applicable on CardDésirée:

1. PowerShot A10/ A20/ A30/ A40/ A60/ A70/ A75/ A80/ A100/ A200/ A300.
2. PowerShot S10/ S20/ S30/ S40/ S45/ S50/ S100/ S110/ S200/ S230/ S300/ S330/ S400.
3. PowerShot SD100/ Pro90 IS.
4. PowerShot G1/ G2/ G3/ G5.
5. IXY DIGITAL 30/ 200/ 200a/ 300/ 300a/ 320/ 400.
6. DIGITAL IXUS v/ v2 /v3 /300 /300a /330 /400 /II.
7. EOS 1D /1Ds /D30 /D60 /10D

Q4: How can I apply cachet on CardDésirée?

A:

The option of cachet is the access to put in a cachet image on template. This image is

archived a *.hgf file. (HiTi's file format)

What combinations of blank card sizes I can print on the standard HiTi blank card (thin card) if I am using CardDésirée?
A:
1. Full page.
2. CR-80 Horizontal.
3. CR-80 Vertical.
4. CR-90 Horizontal.
5. CR-90 Vertical.
6. CR-100 Horizontal.
7. CR-100 Vertical.
8. User Defined.

Q6: What combinations of blank card layouts I can print on the standard HiTi blank card (thin card) if I am using "Full page", "CR-80 Horizontal", "CR-80 Vertical", "CR-90 Horizontal", "CR-90 Vertical", "CR-100 Horizontal" or "CR-100 Vertical" card size on CardDésirée?
A:
You have no selections here.

Q7: What combinations of photo sizes I can print on the standard HiTi 4x6 photo paper if I am using CardDésirée?
A:
1. One_Inch.
2. Two-Inch.
3. Ver_Full. (Portrait)
4. Hor_Full. (Landscape)
5. User Defined.

Q8: What combinations of photo layouts I can print on the standard HiTi 4x6 photo paper if I am using "One_Inch" paper size on CardDésirée?
A:
1. 16x1.
2. 8x2.
3. 4x4.
4. 2x8.

Q9: What combinations of photo layouts I can print on the standard HiTi 4x6 photo paper if I am using "Two_Inch" paper size on CardDésirée?

A:

1. 8x1.
2. 4x2.
3. 2x4.
4. 1x8.

Q10: What combinations of photo layouts I can print on the standard HiTi 4x6 photo paper if I am using "Ver_Full" or "Hor_Full" paper size on CardDésirée?
A:
You have no selections here.

Q11: Will CardDésirée show a print dialog to let me change copies when my Canon DSC is connected with PC?
A:
No. If the photo image is directly caught from Canon DSC and the work mode on CardDésirée is set as Exhibit, CardDésirée will automatically print out the photo image without print dialog.

Q12: What "IfPrint" means on "Browse Database" function of CardDésirée?
A:
When you mark any blanks of "IfPrint", those printing jobs will be processed after you click "Batch Print" button on the main page. However, if you select them by dragging mouse then execute "Print" function from the tool of mouse right-click, CardDésirée will still process entire printing jobs that exist in your database even though blanks of "IfPrint" are unmarked at this moment.

Q13: How come there are no any templates inside CardDésirée?
A:
CardDésirée is an application designed for developing ID PVC cards. Users need to create their own-designed templates to print. Beside of developing ID PVC cards, users are still available to print standard 4x6 photo papers via this application; however, CardDésirée here is not so powerful, and it has not offered any of templates for such kind of printing jobs. In order to implement versatile demands, you may try PhotoDésirée1 or PhotoDésirée2 if you would like to print standard 4x6 photo papers.

Q14: How come I see a "Template Brower" window after I open CardDésirée?
A:
This window is for you to maintain your self-designed templates based on different PVC card layouts. It will show nothing if you have not create your own templates.

Q15: What is the purpose of templates on CardDésirée?

A:

Templates here are not simply some decorations for blank cards or 4x6 Photo Papers. Templates here are able to save some information in, such as photo, barcodes, names… etc. Users can maintain and record some differential information based on each template for now and future's printing demands.

Q16: What is the difference between "Print", "Batch Print" and "Print The Page" on CardDésirée?

A:

1. Print: It is located at the database (Go to "Browse Database/ Select Template" then mouse right-click on any records there.), and it is used to print all records that you have maintained on the database. (No matter whether you mark "IfPrint" or not.)
2. Batch Print: It is located at the main page, and it is used to print all records that you have maintained and marked "IfPrint" on the database.
3. Print The Page: It is located at the main page, and it is used to print the image you have edited on the edit queue.

Q17: How do I use "Batch Print" function on CardDésirée?

A:

Please see the instructions below:

Step 1. Select type of blank card.

Step 2. Create a template:

1. Press on the "Edit the current template" button to create a template as shown below. (i.e. CR-80 Horizontal)

File(F)   View(V)   Option(O)   Help(H)

HiTi Card Desiree
www.hi-ti.com

Edit the content template

PVC Card | CR-80 Horizontal | New Layout | HiTi 640DL-Amphi

開始 | CSD Me... | http://htta... | CardDesir... | CardD | 7-Finishe... | 文件1 - ... | HTML Help | CardDesiree | CH | 下午 04:05

HiTi Card Desiree
www.hi-ti.com

MM | 0 | 0 | 0 | 0 | 87 | 56

開始 | CSD M... | http://ht... | CardDe... | CardD | 7-Finish... | 文件1 -... | HTML ... | CardDe... | CH | 下午 04:08
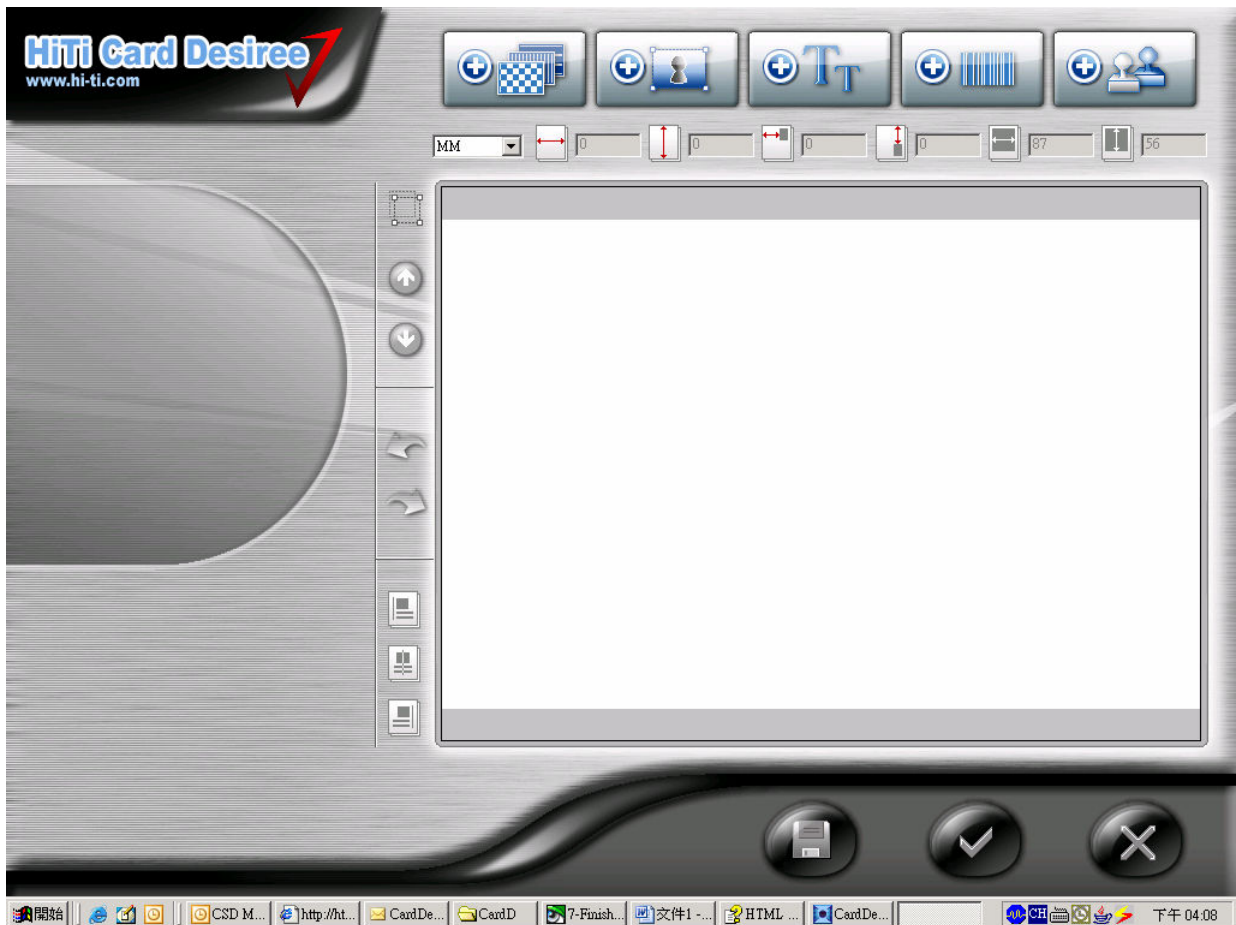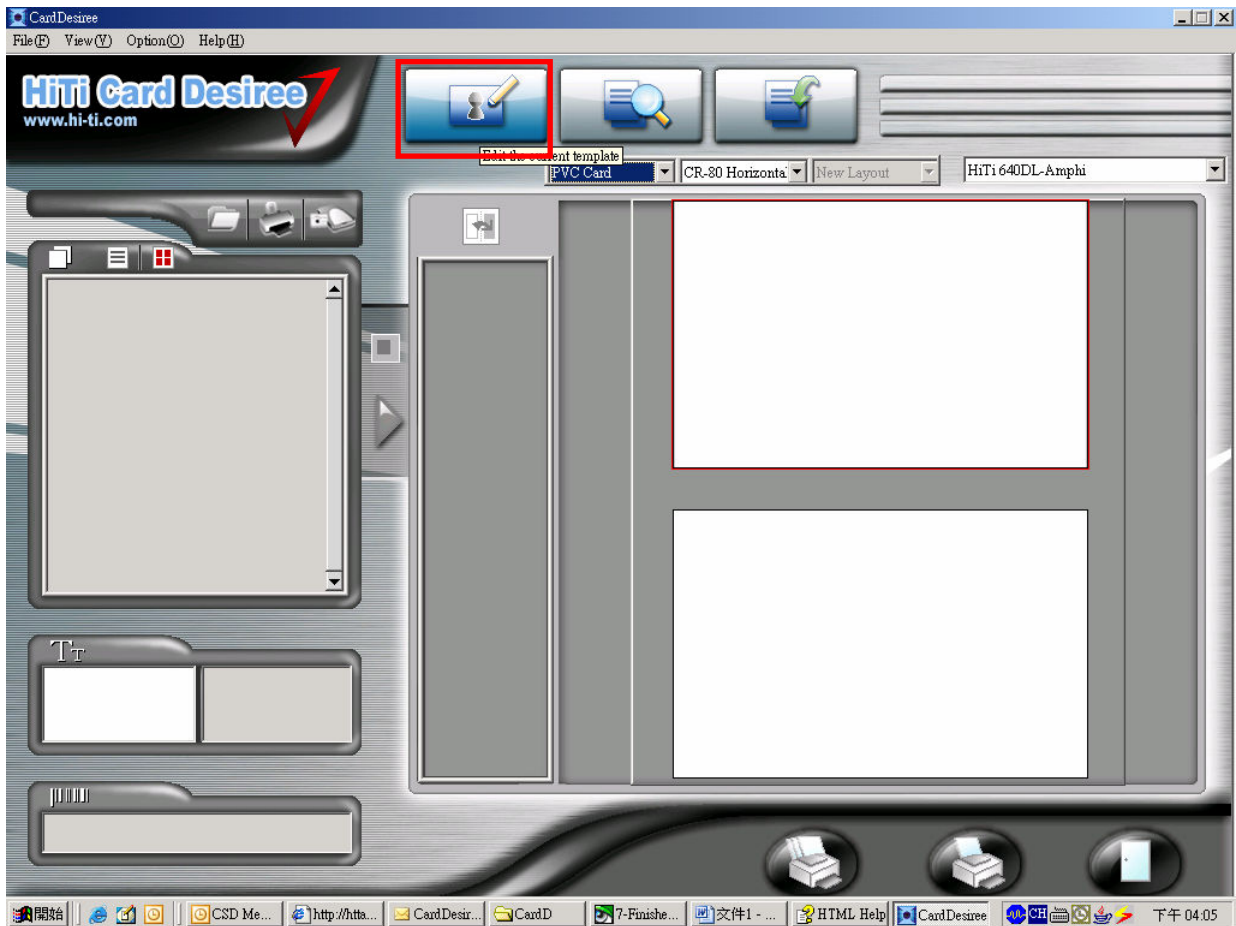
2. Start creating your template with your designs.
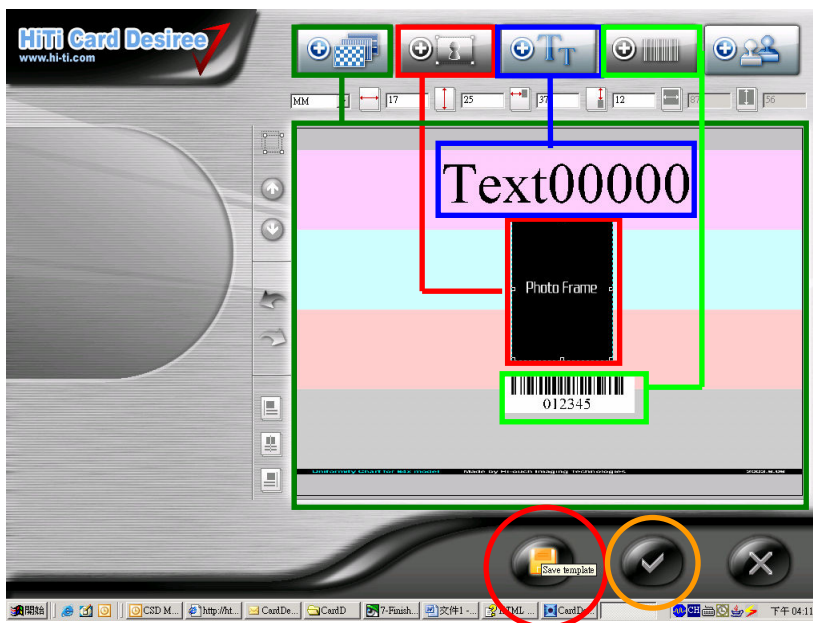
3. After creating a template you'll have to "Save" template in order to browse the database later. The batch printing requires database to work.
4. After the template has been saved, press "OK" to exit template editing window.

Step 3. Browse database:

1. Press the button that is squared in red to browse database.
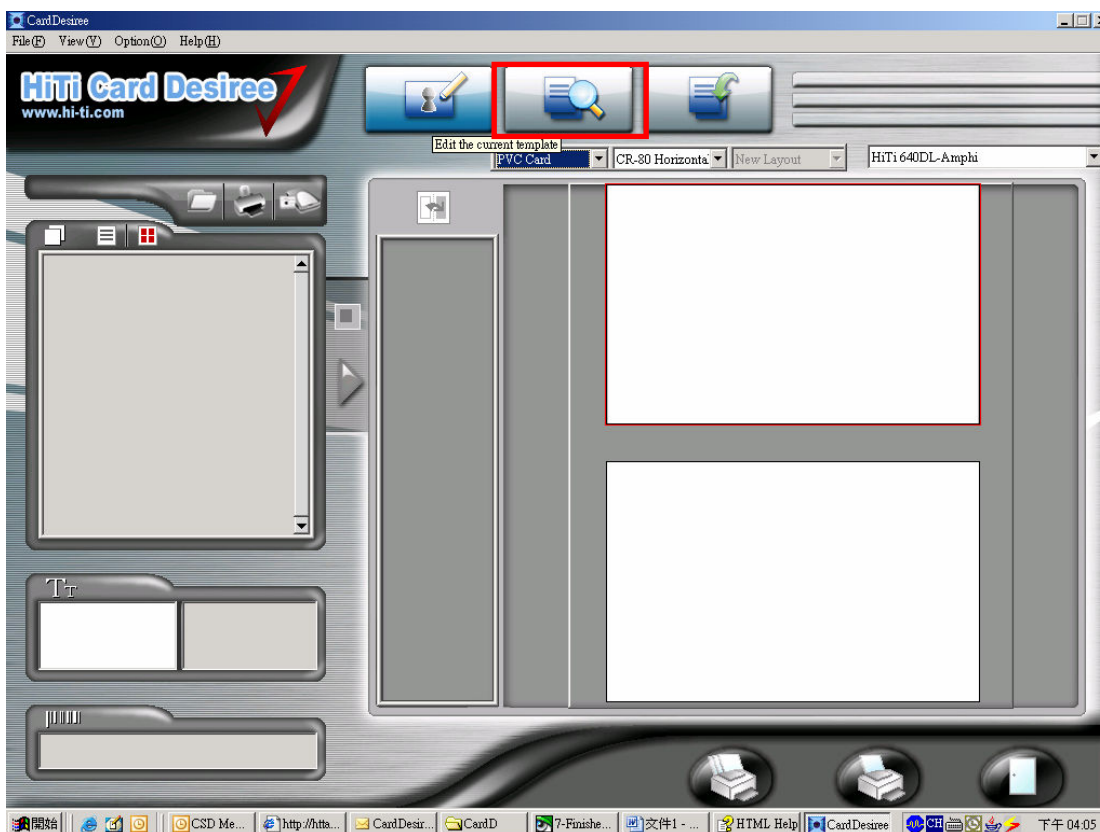
2. Select Template: Select the one you just saved or others that you made and apply the data in. The (*).hyz would be the file you named. ("*.hyz" file is the HiTi's format and it is not readable or editable by other AP.)
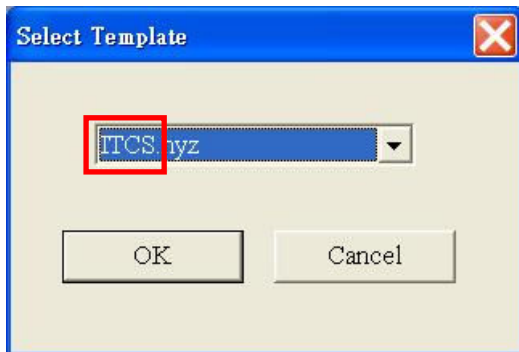
3. Create database: Creating the database, you'll need to insert the images you want to the template. (input necessary information here, i.e. barcode, text... etc)
   (1) Press "Insert" button to put an image into database.
   (2) "Delete" is to delete the column you don't want.
   (3) "Modify" is to change the one you add in.
   (4) Click on the "Ifprint" to make a check on the square to choose the items you want to print.

NOTE:
1. In order to import multiple files from directory, the name inside the photo column has to be the same as the name of particular image file.
2. From "Create Excel File" function, you can easily maintain your database in Excel. Simply click on "Create Excel File" button, maintain the data in Excel then copy and paste the data to CardDésirée. Close it at the end.
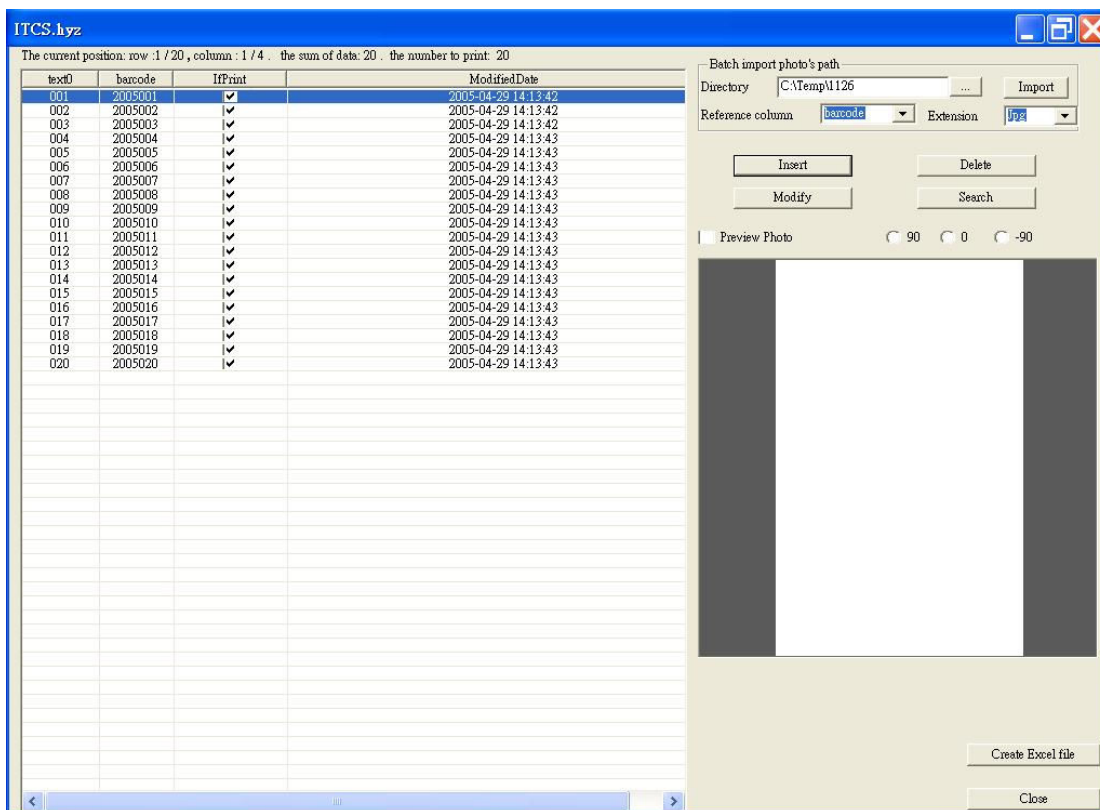
Step 4. Click on the "Batch Print" button to print.
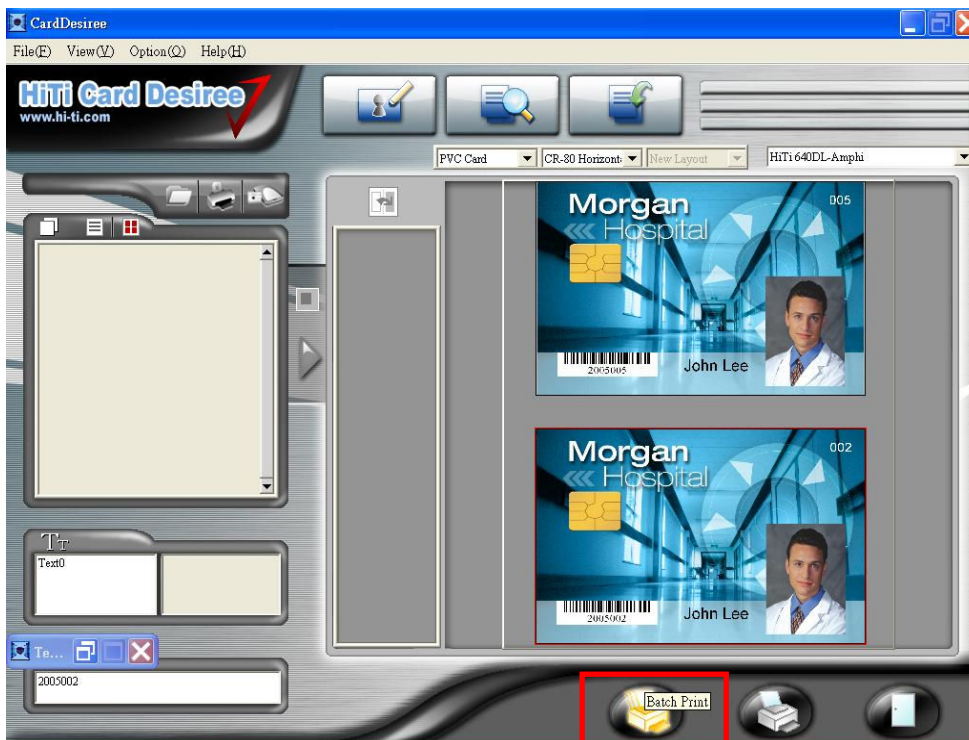
NOTE:

1. If you've already created the database for one template, you can directly click on "Batch Print" button to print.
2. If you haven't selected a template, there will be a window popup to let you select the template you want to print.
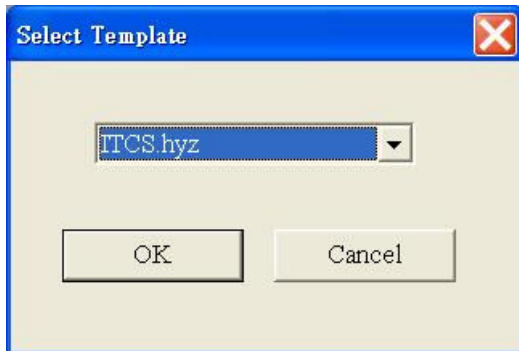
Q18: Why is there an error message 「FAILED to execute such SQL:SELECT Table_Name FROM TemplateInfo WHERE Template_Name='C:\Program Files\HiTi\CardDesiree\Template\PVC Card\Hor_Standard****.hyz"」when I try load a template from CardDésirée (or save template)?
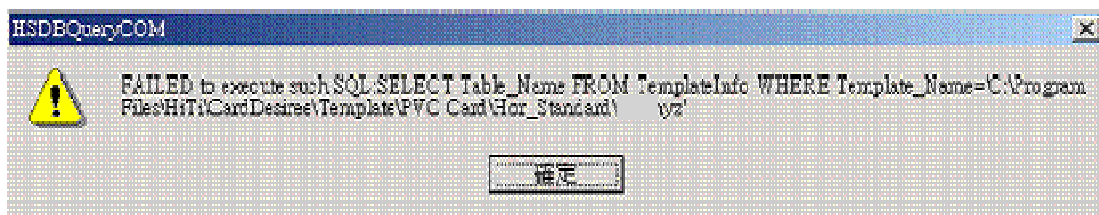
A:

Please note that the CardDésirée cannot load database from excel files.

1. Most user might want to load the excel file from the CardDésirée by choosing the Set Database Connection.
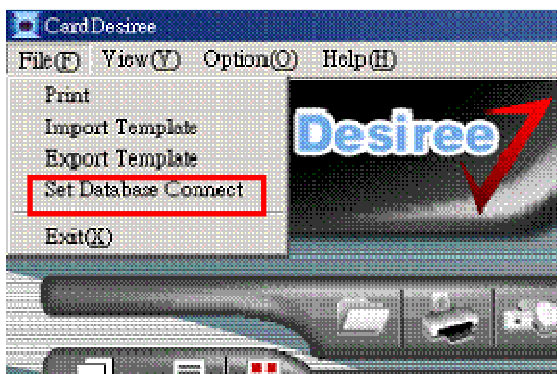
2. If user selects any other selection besides the MYDATASOURCE, the error message will appear when you try to browse the template.

FAILED to execute such SQL :SELECT Table_Name FROM TemplateInfo WHERE Template_Name='C :\Program Files\HiTi\Card Desiree\Template\PVC Card\Hor_Standard\shit.hyz'

確定

RetCode :-1
State:S0002, Native:-1305, Origin [Microsoft] [ODBC Excel Driver]

Microsoft Jet 資料庫引擎無法找到 'TemplateInfo' 物件。請確定這個物件存在，而且您沒有將物件的名稱及路徑拼錯。

確定
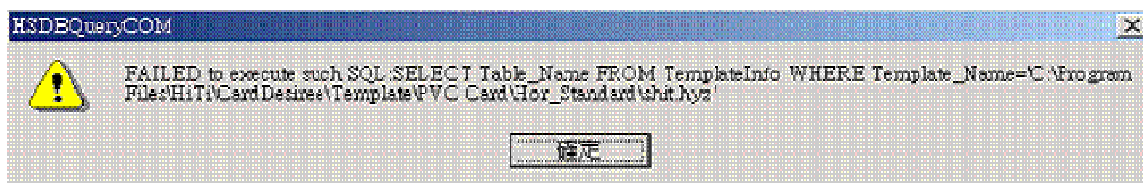
3. In order to set things correctly, please select the MYDATASOURCE.
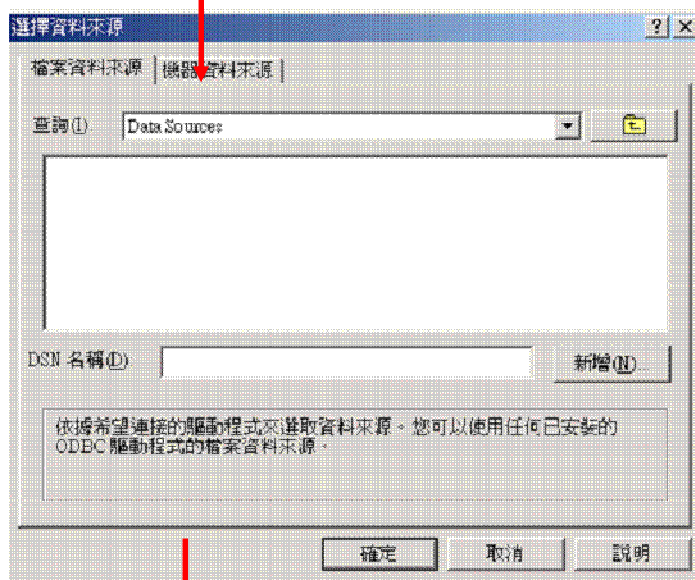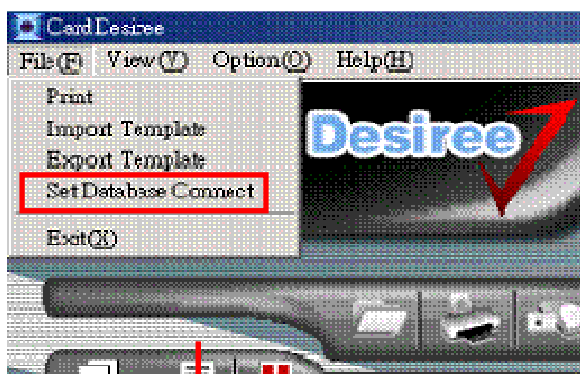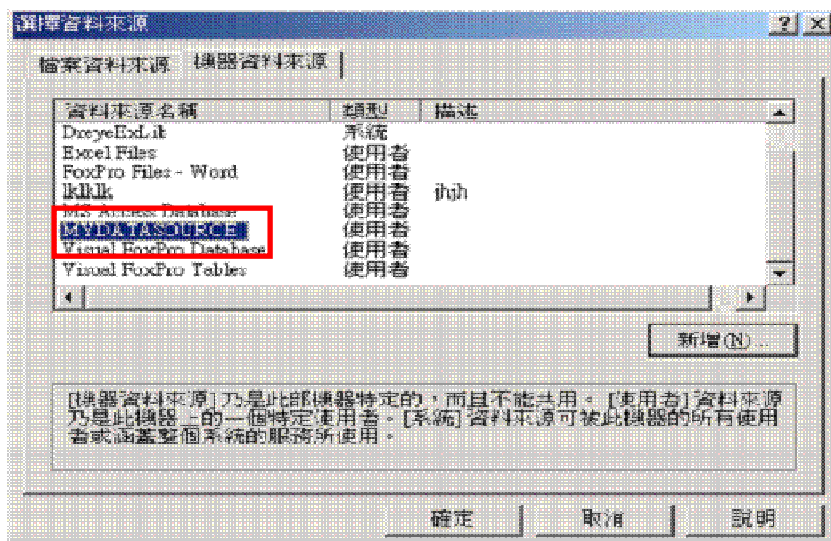
How should I do if I get an error message "Because of version upgrade, please reconfigure the data source settings" as following after upgrading my CardDésirée?

A:

Please follow the steps below to reconfigure your setting.

1. Click on "Next" when this window, Data Link Properties", pops up.
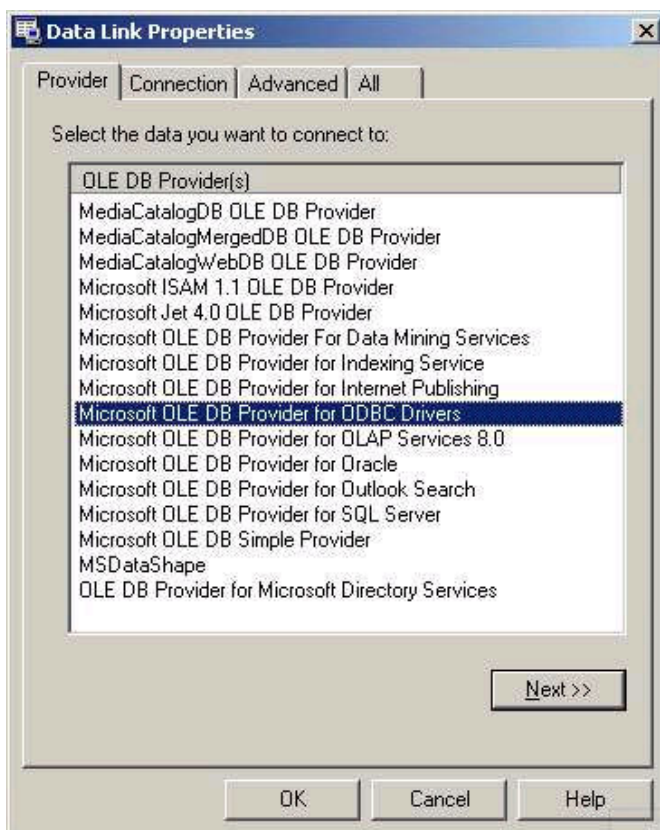
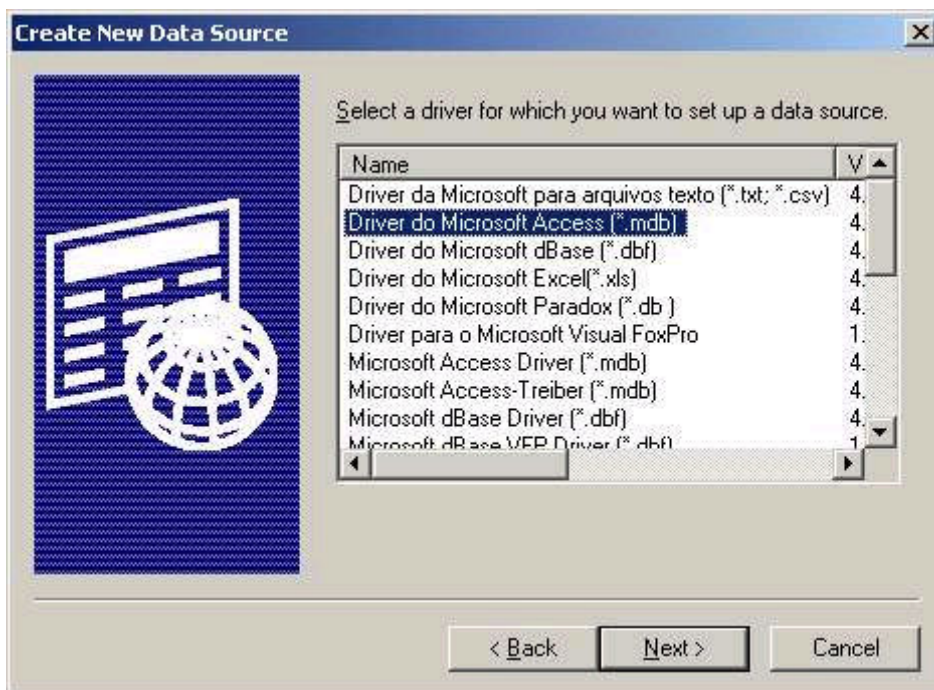2. Select "Use connection string", and then click on "Build".
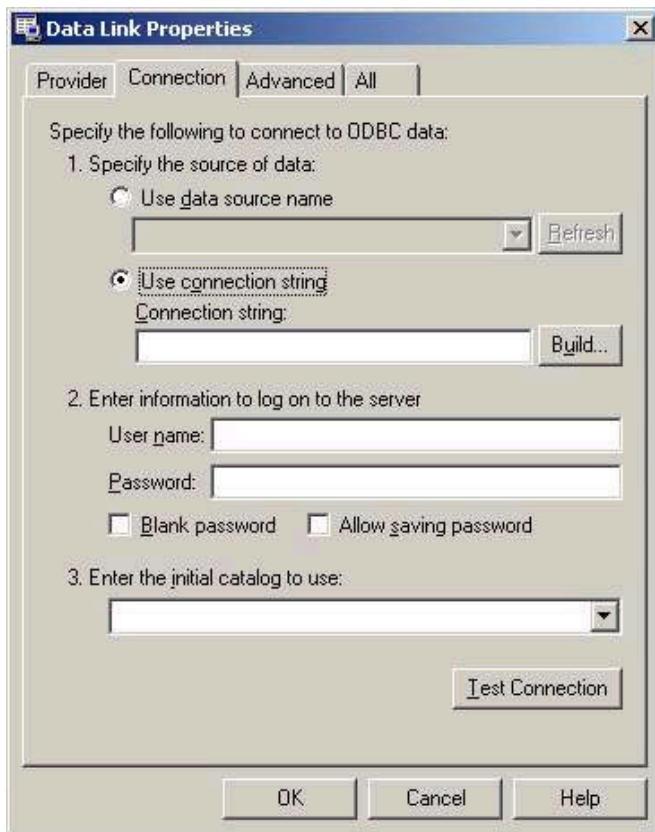
3. Click on "New" at Machine Data Source" of Select Data Source.
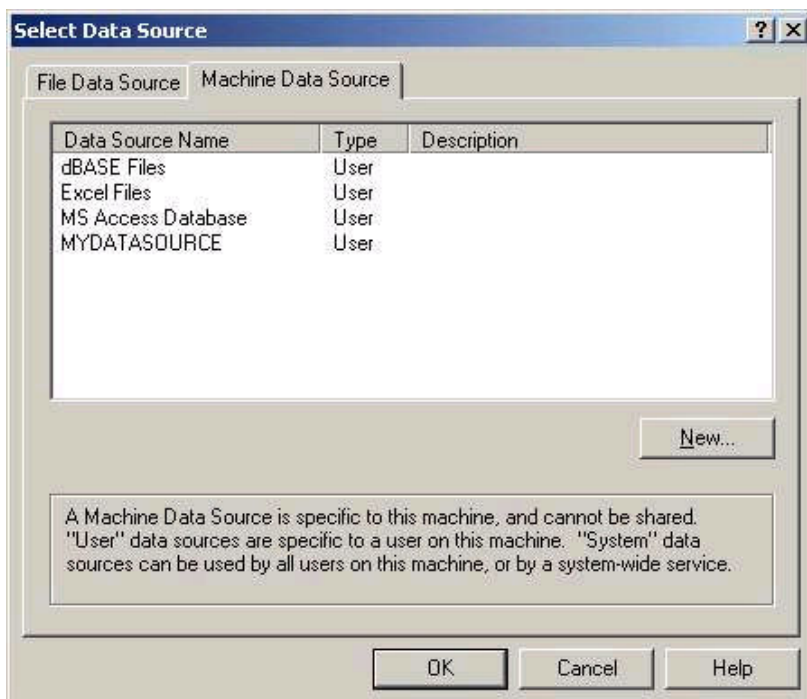
4. Choose "User Data Source (Applies to this machine only), and then click on "Next".

5. Choose "Driver do Microsoft Access (*.mdb), and then click on "Next"
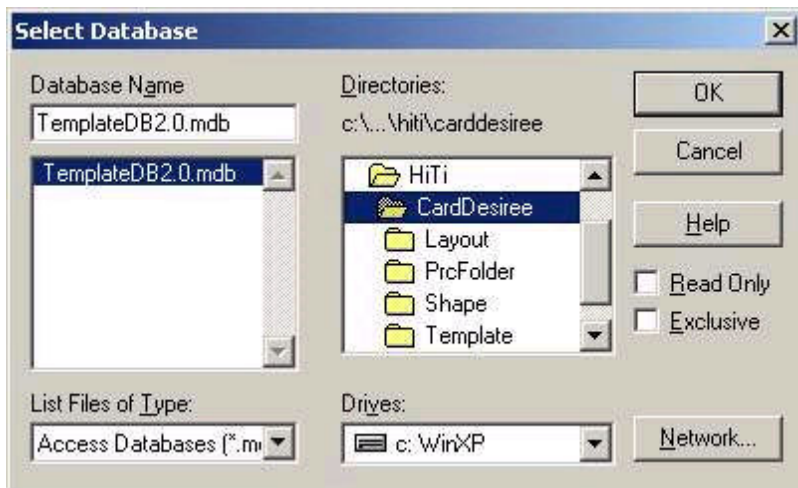

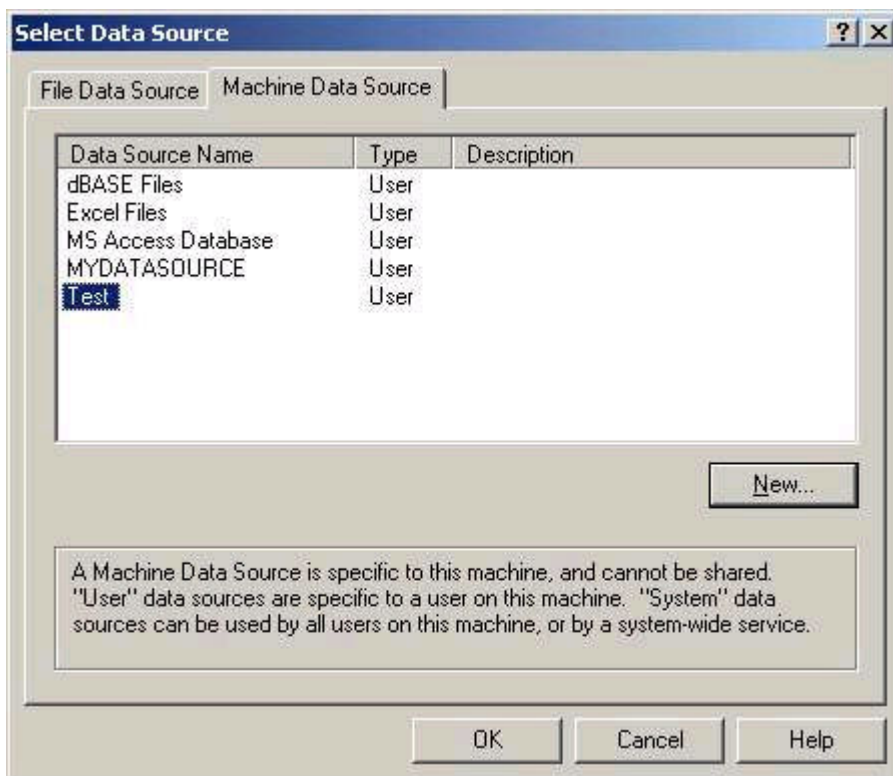
6. Click on "Finish" to finish this step.

7. Input a name (user-defined) for Data Source Name, and then click on "Select".
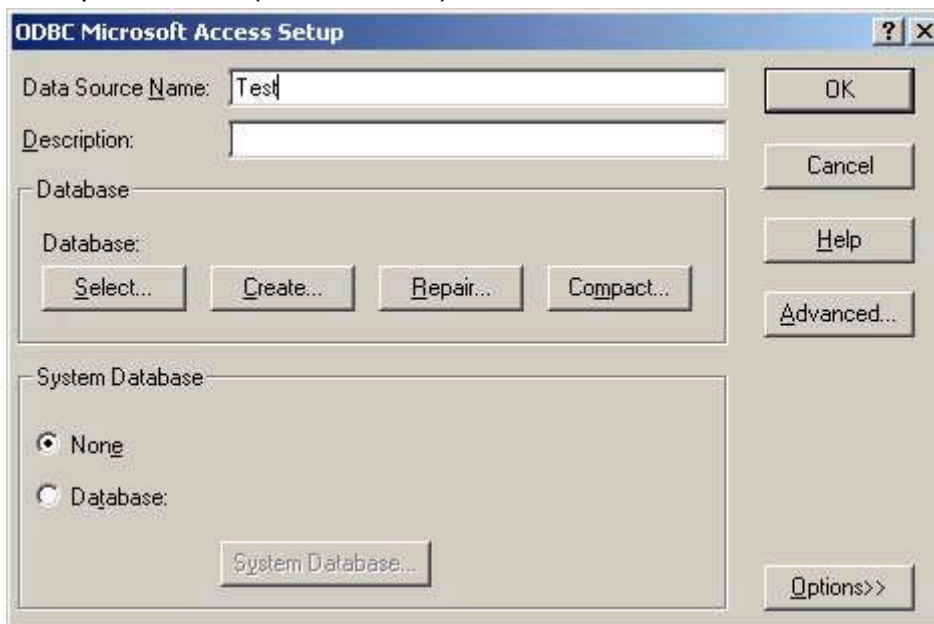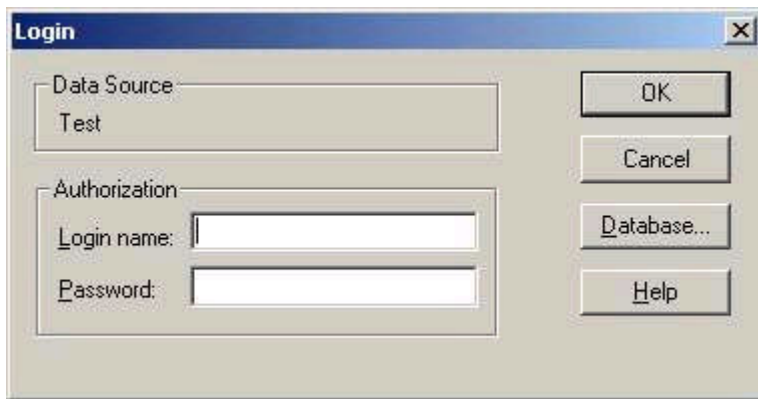

8. Find the file named "TemplateDB2.0.mdb" in the folder of \Program Files\HiTi\CardDesiree, select this file and then click on "OK".
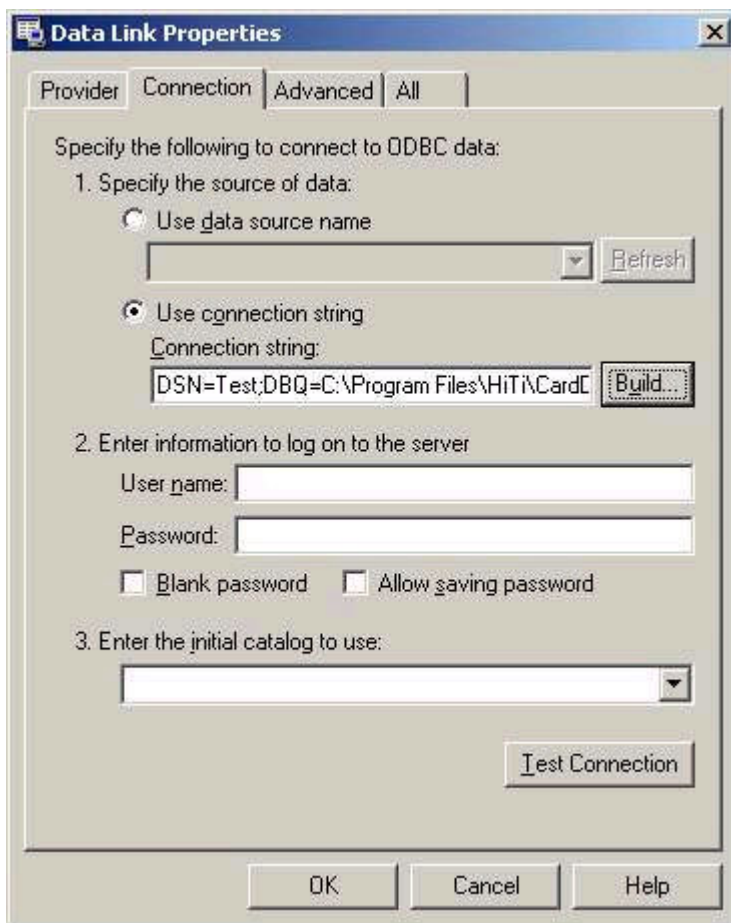
9. In "Select Data Source", select the data source name you just create, and then click "OK".

10. In this Login window, you just click "OK".

11. Back to this window, you may click on "Test Connection" to test.

12. You will see this message if the connection is successfully done.

13. The setting has been completed.

A:

No, you can't. Please note that ODBC cannot connect to the database named with symbols except ":", "_" and "@".
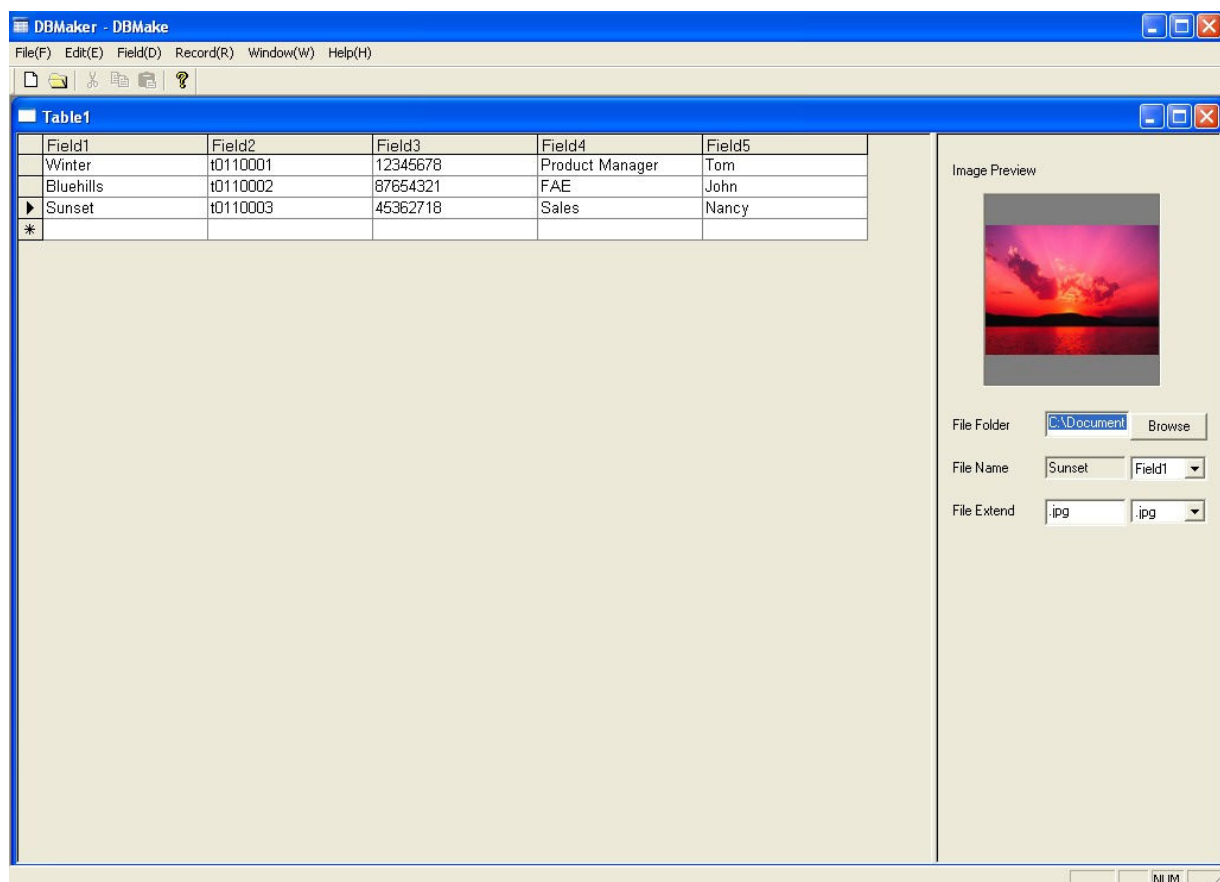
CardDésirée CS

Q1: What is CardDésirée for?

A:

CardDésirée is a professionally designed application for CS-300i to print CR-80 blank cards (thick card).

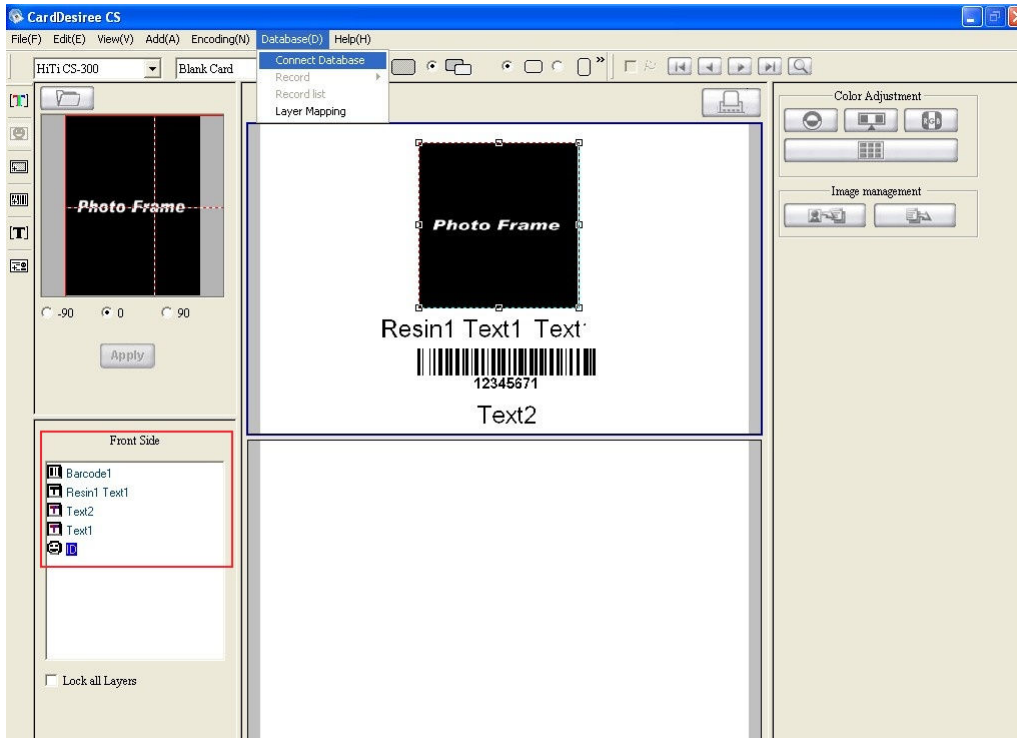Q2: How to use CardDésirée CS for batch print?

A:

Here we use "DB Maker" to create a database, and use it as a sample to demonstrate the operation of CardDésirée CS batch print.

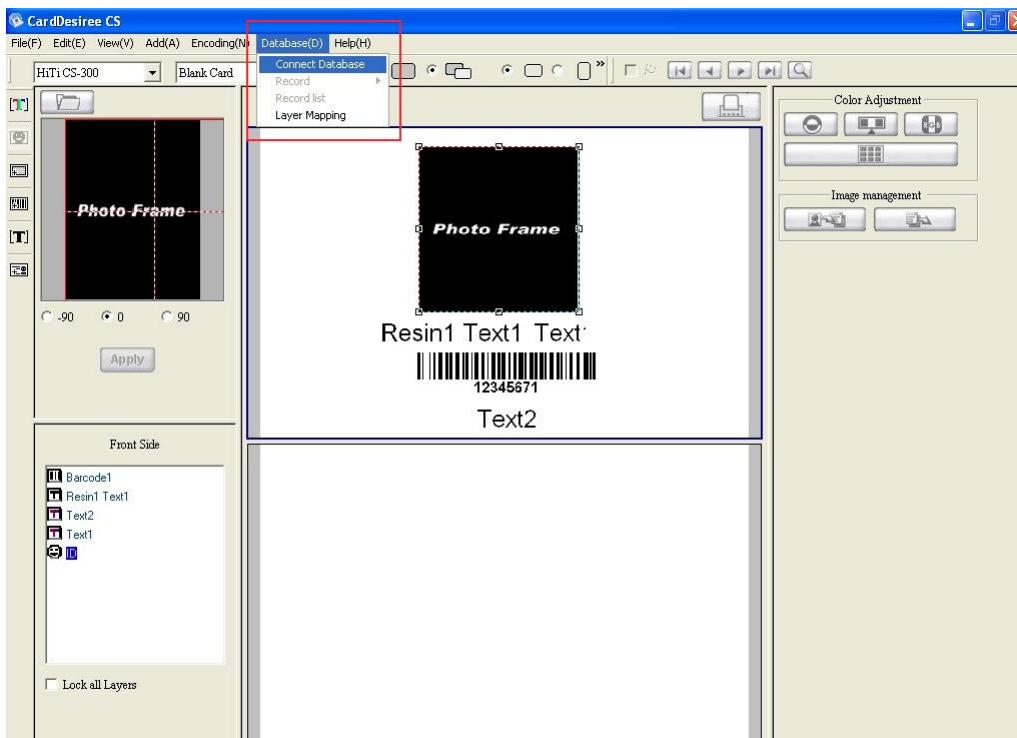1. Create a database by DB Maker. (Refer to Q1, DB Maker section)

2. Open CardDésirée CS and add "ID", "Text1", "Text2", "Resin1 Text1" and "Barcode1" for
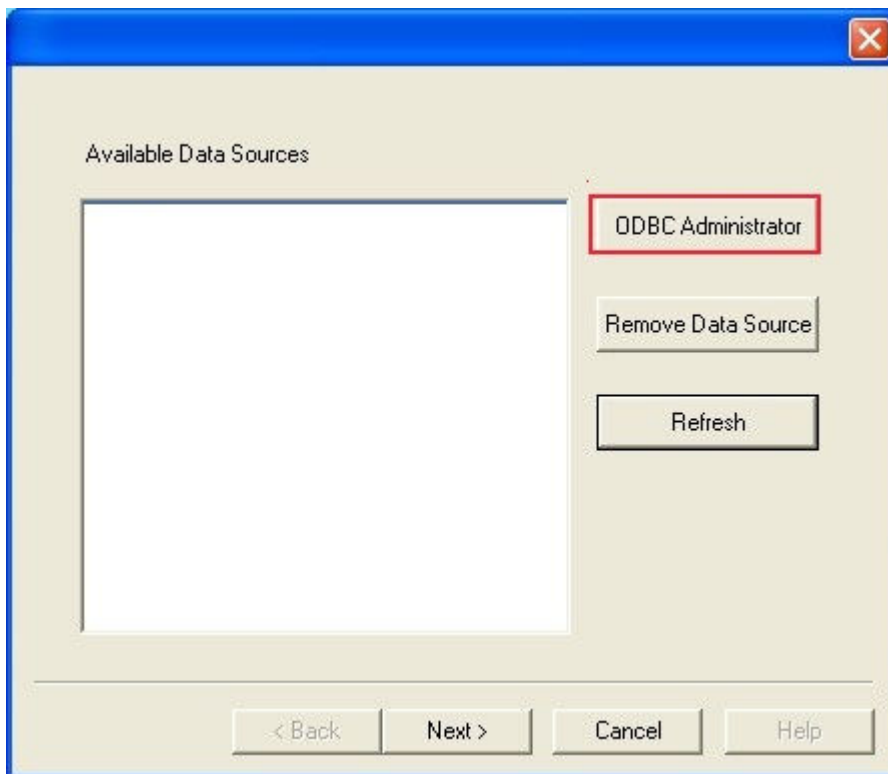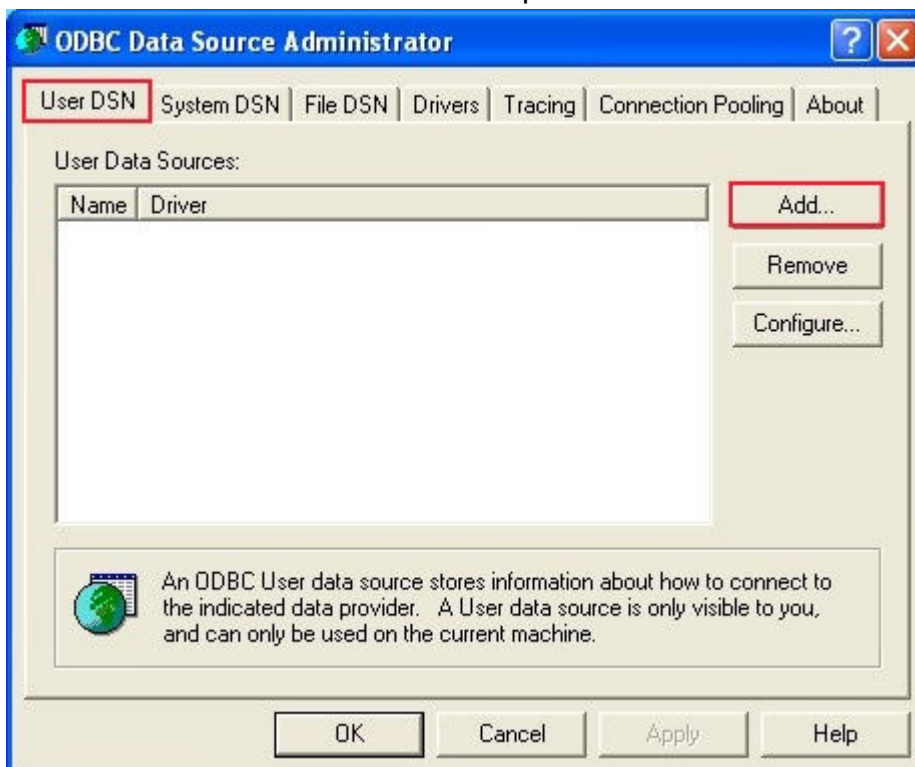
data input.

3. Press "Connect Database" to get data from database.

4. Click "ODBC Administrator".

5. Click "Add" to do the access setup.

6. Select source. (The database that the DB Maker creates is *.mdb.)

7. Input the "Data Source Name" (which you created by DB Maker) and select the "Database", and then click "OK".
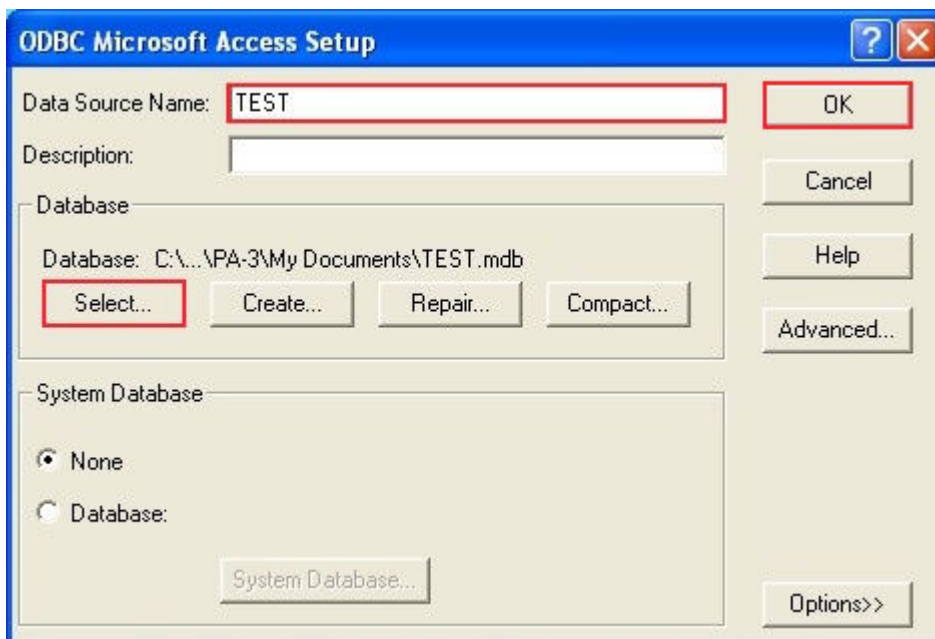
8. Select the data Sources and click "Next".
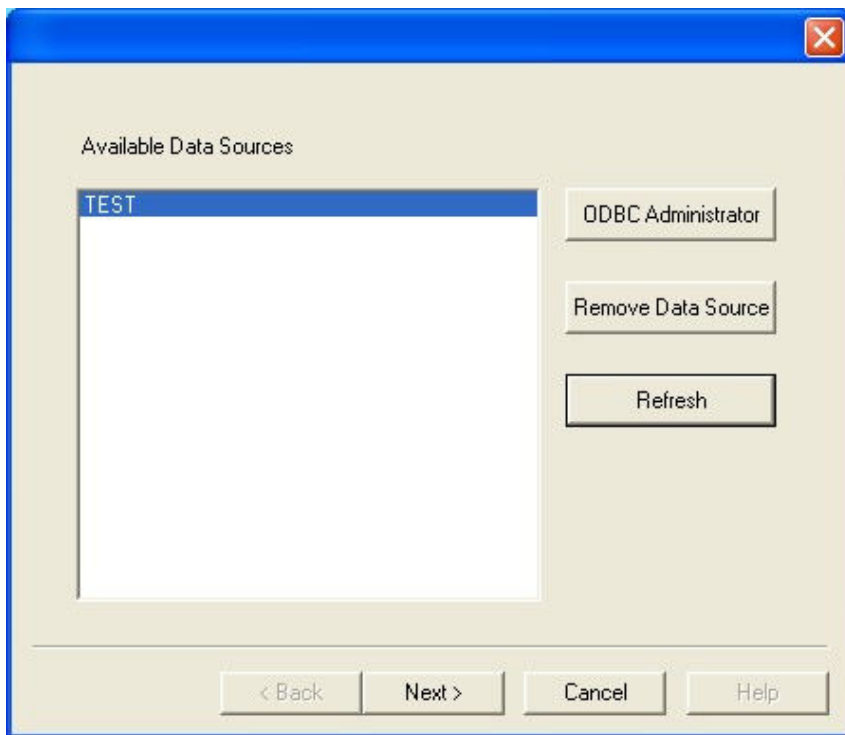
9. Click available table and "Finish".
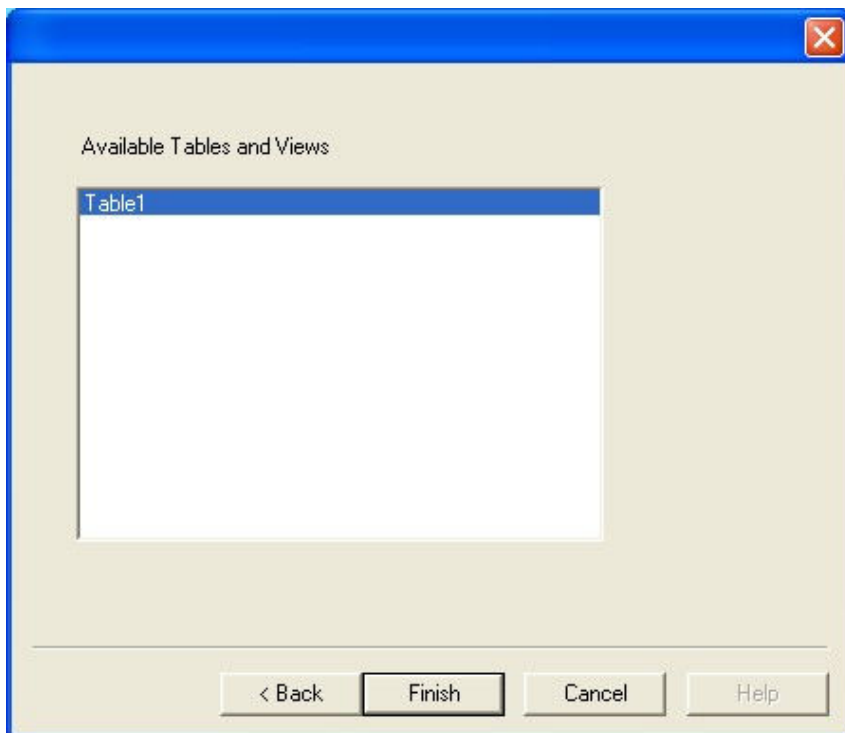
10. Work out the source mapping.
    (1) Point to "ID".
    (2) Select "Source"- ODBC Source (printer to file name).
    (3) Browse file folder. i.e. "C:\\Documents and Settings\PA-3\Desktop\".
    (4) Select column- "Field1".

(5) Input the file extension name.

(6) Click "Apply".

(7) Point to "Text1".

(8) Select "Source"- ODBC Source(printer to file name). Select column- "Field5".

(9) Point to "Text2".

(10) Select "Source"- ODBC Source(printer to file name).

(11) Select column- "Field2".

(12) Point to "Resin1 Text1".

(13) Select "Source"- ODBC Source(printer to file name).

(14) Select column- "Field4".
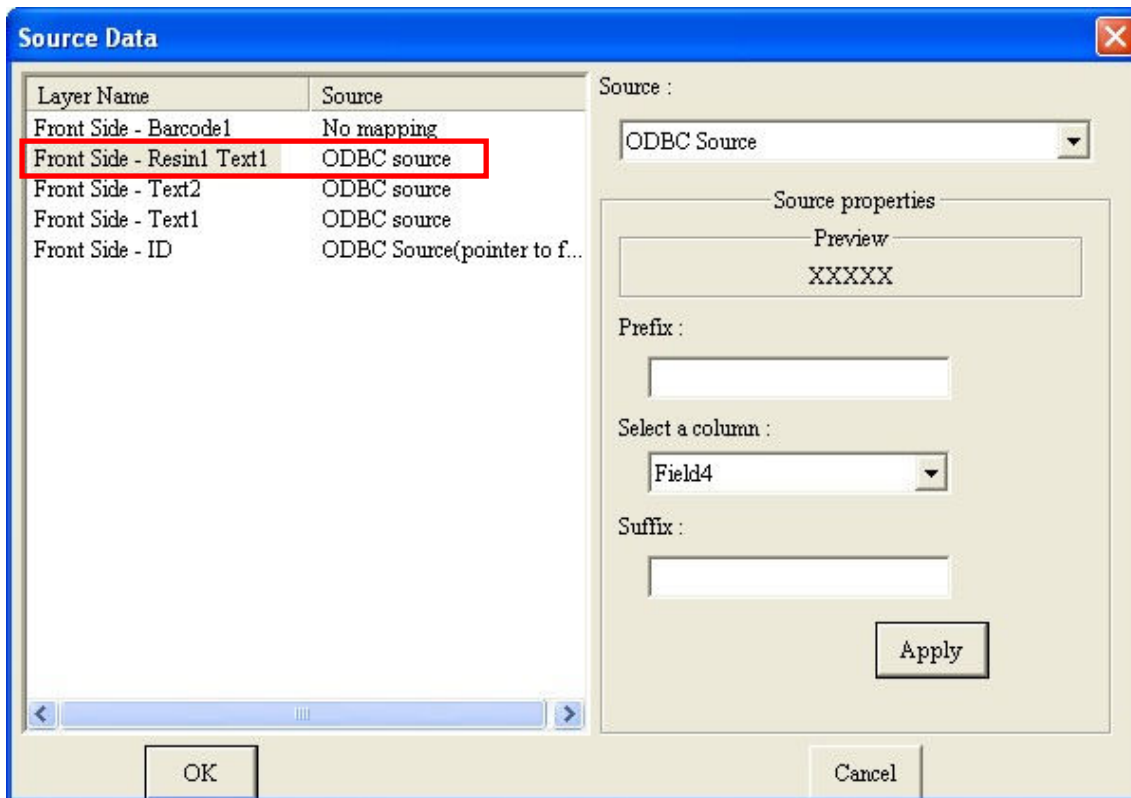
(15) Point to "Barcode1".

(16) Select "Source"- ODBC Source(printer to file name).

(17) Select column- "Field3".
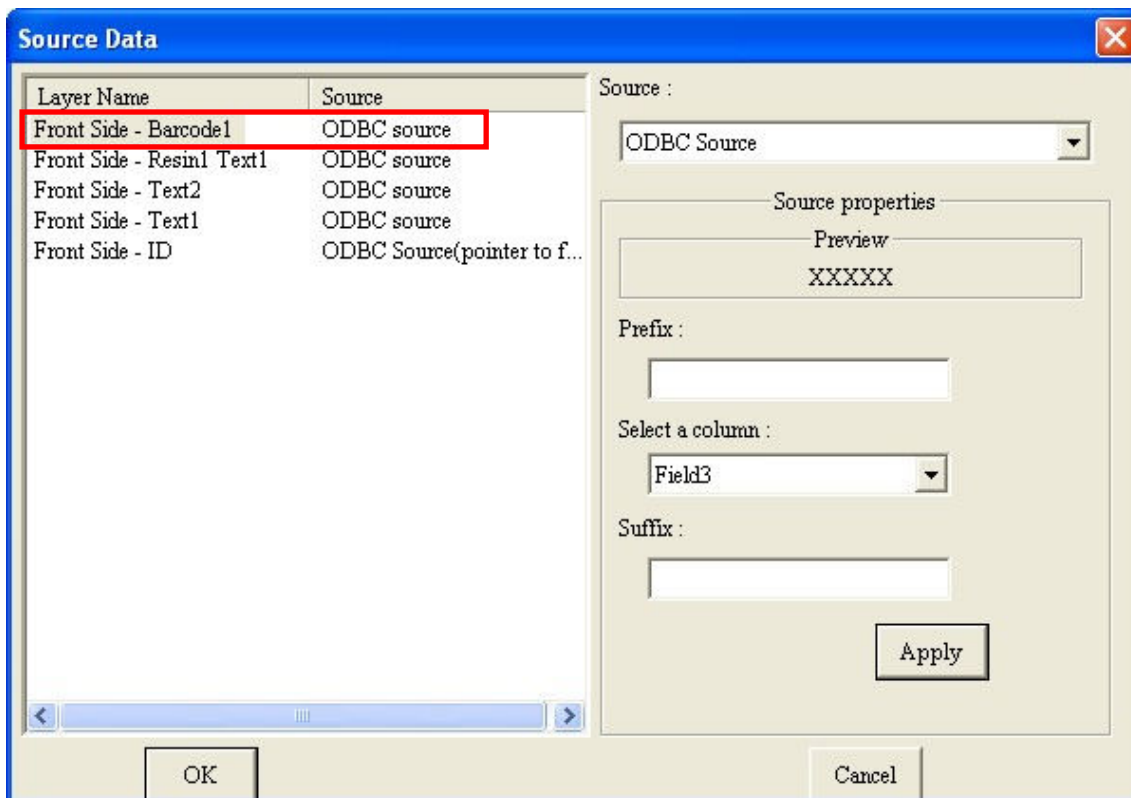
11. Click "OK" button to input data.

12. Preview ID and all data from the forward and backward button.
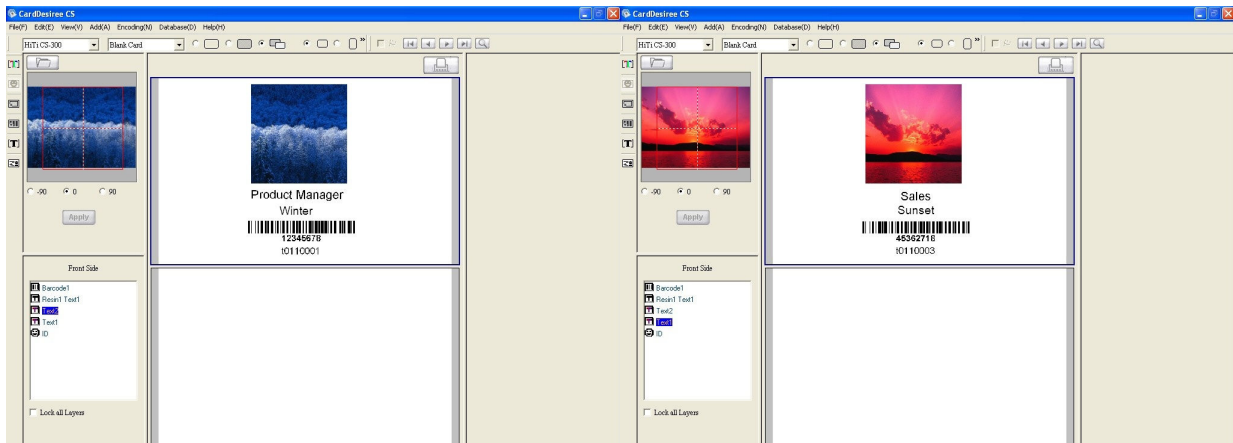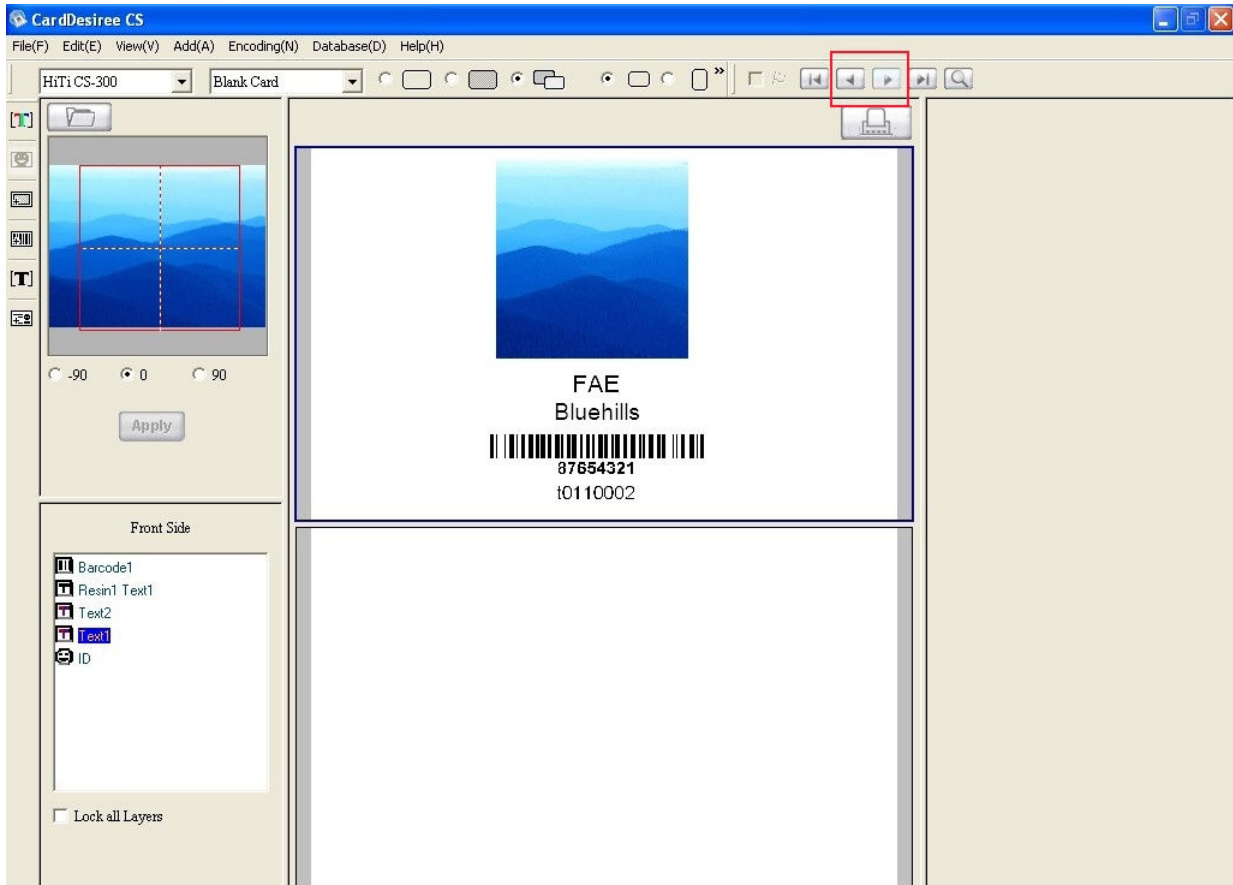
13. Click "Print".

Q3: How to avoid to print the reserving area of card, i.e. for signature, when I use CardDésirée CS or the third party software, i.e. CardFive, CorlDraw, to print?
A:
Please go to "Control Panel/ Printers/ Printing Preferences/ Device Option", select "Card Type" then go to "Control Panel/ Printers/ Printing Preferences/ Printing Area/ Overcoat/Dye Panel", select "Edit Area" to define the printing area.

HiTi CS-300 Printing Preferences

Device Option | Printing Area | Color | Tools | Import/Export | About

Ribbon Type:
YMCKO

☑ Quality Mode

Card Type:
8-pin Smart Chip Card

6-pin Smart Chip Card
8-pin Smart Chip Card
Magnetic Stripe Card
Chip/Magnetic Card
Adhesive Card

Copy No: 1

☑ Front Side Image

Page Order

1
2
3
4

☑ Using YMC

Using Resin K
Disable

Disable
Always on
Text only
Disable doing color printing

OK | Cancel | Apply | Help

HiTi CS-300 Printing Preferences

Device Option | Printing Area | Color | Tools | Import/Export | About

Chip/Magnetic Card

Overcoat/Dye Panel | Resin K Panel

☐ Front Side

☐ Back Side

Designed Area:
Standard

Designed Area:
Standard

Edit Area

Edit Area

OK | Cancel | Apply | Help

NOTE:
You can use "Load preview image" to preview the printing area.
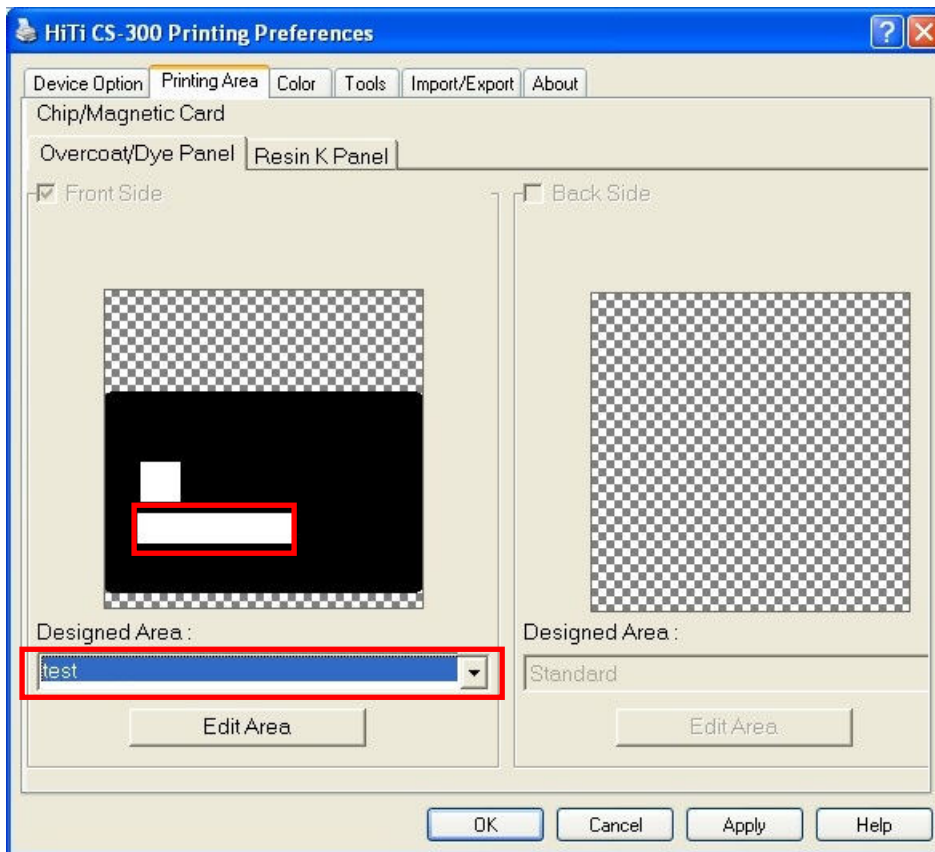
Q4: How can I print only part of items in the database in CardDésirée CS?

A:

After connecting to the database, please go to Database (D)/ Record List. Click on "PrintInfo", and save the database to another. Then, you can select what you want to print in Record List.

Q5: Can I adjust the text spacing in CardDésirée CS?

A:

Yes, this function is supported since version 1.0.10.13. Please download it from HiTi's website: http://www.hi-ti.com.

Q6: Can I name the database with "-"?

A:

No, you can't. Please note that ODBC cannot connect to the database named with symbols except ":", "_" and "@".

Q7: How to set and use "Print Information Database"?

A:

After a user processes ID images, these setting parameters, such as size, location and color properties, will be added into "Print Information". In addition, "Print Information" displays which data will be printed, printed quantities of each data and when data were

printed. It is a separate file from your database for printing, and please follow the steps to set "Print Information" database file:

1. Open data list through Database/ Record list
2. Click on "Print Info." to create a new databse or to open the one already existed to save the printing information .
3. After finishing setting and back to Data list, the left side will display "Print Information Database" and would be bright. The bright color means the Print Information Database is open and all the printing information will be saved in.
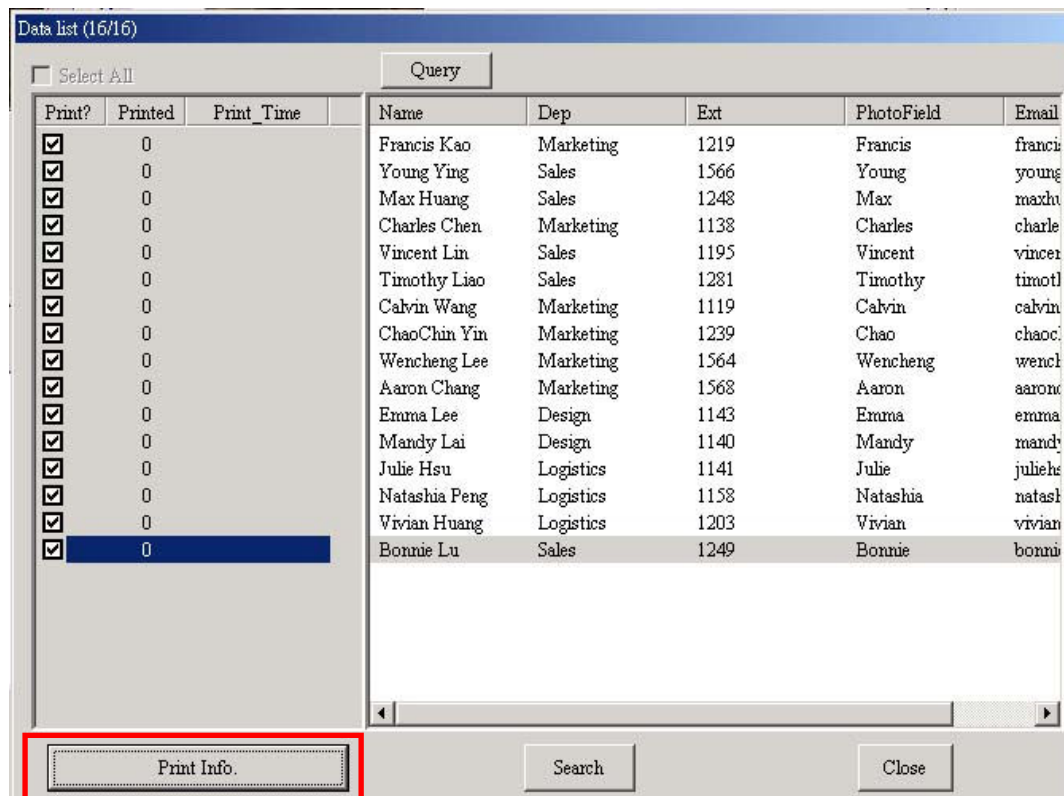
Q8: How to search the certain data in CardDésirée CS after connected to the database?
A:
After connecting to the database, please go into the Database/ Record List in the menu bar, use "Query" or "Search" to find the certain data. Or you can use the search function on the tool bar.
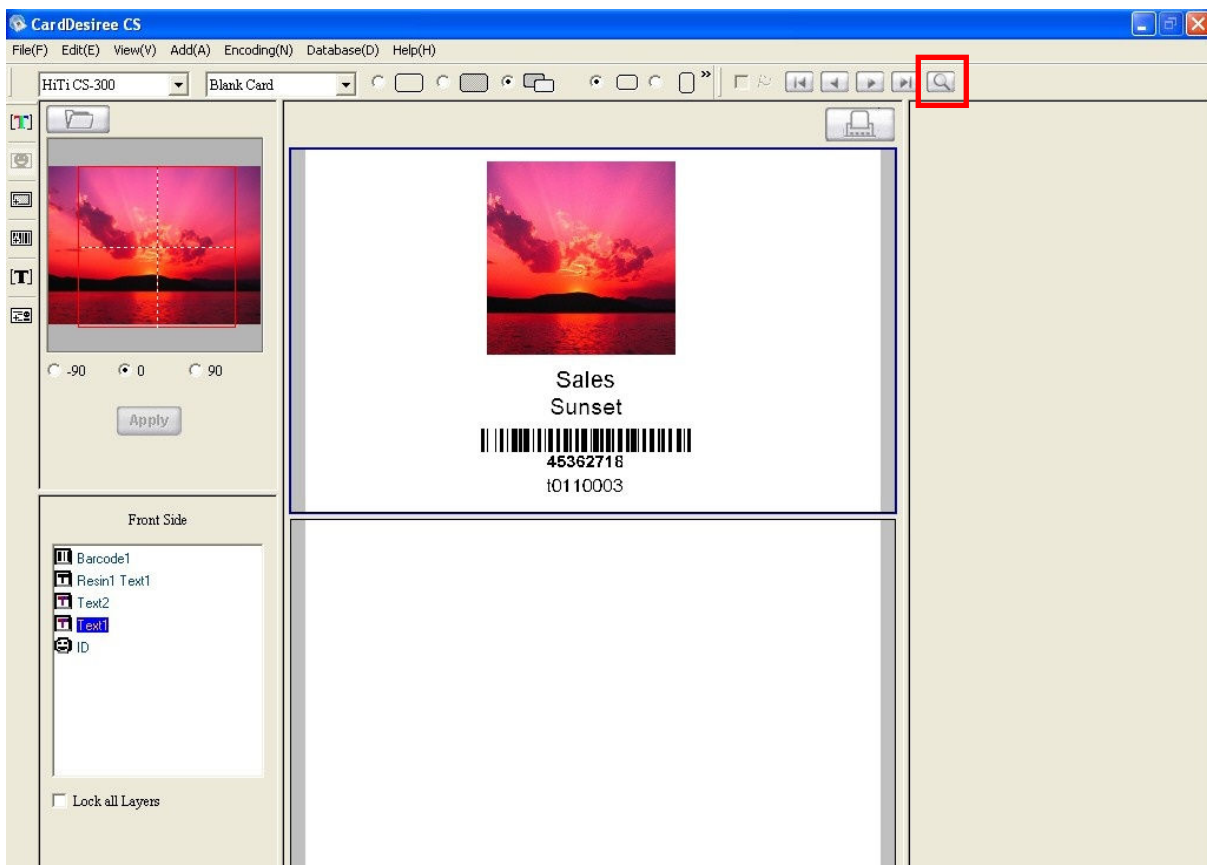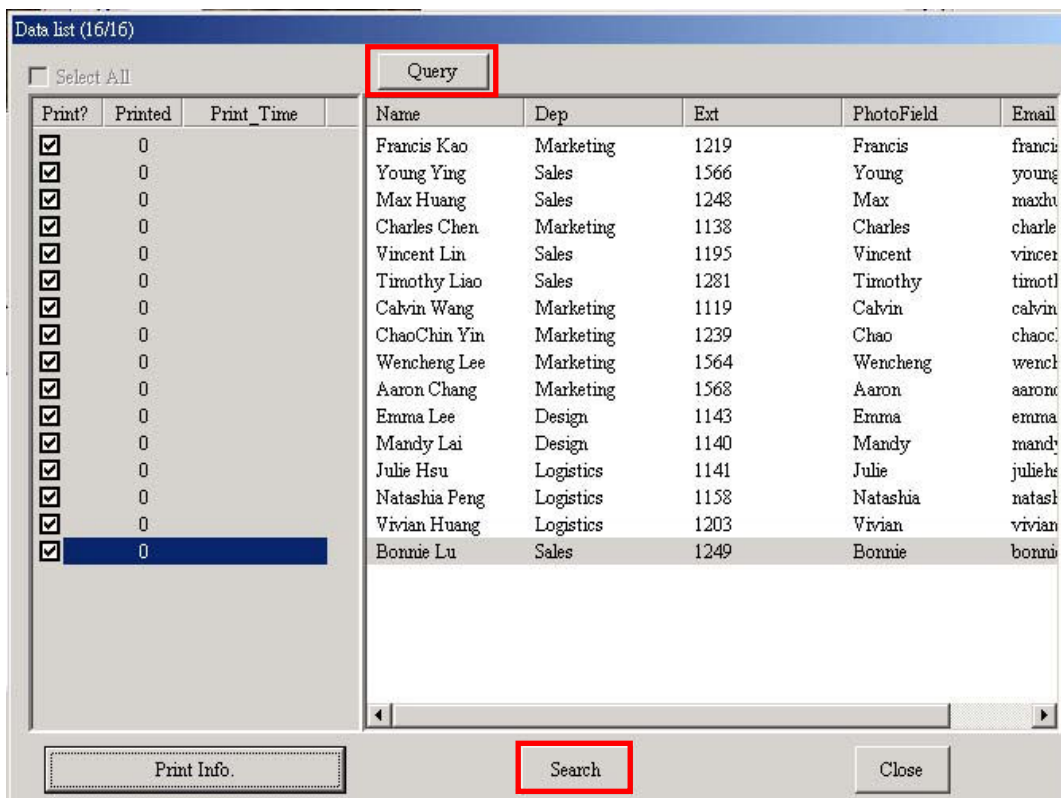
Q9: How to use the encoding function in CardDésirée CS?

A:

Please select the card type first and go into the Encoding in the menu bar.
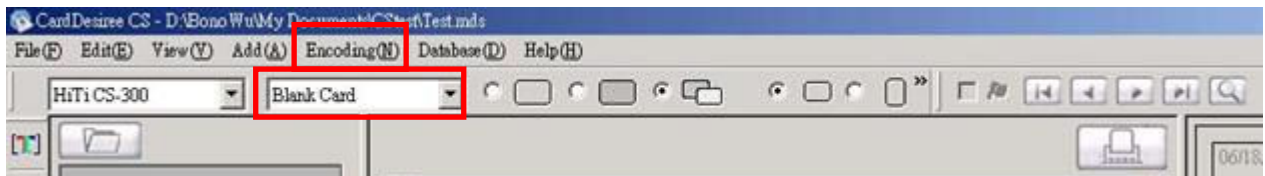
A:
When you apply [Printing Area] for printing tasks, the Card Type setting in [Device Option] must be identical to the Card Type setting in CardDésirée CS. Meanwhile, the chosen template formats from the drop-down list must to match the Card Type you select in both [Device Option] and CardDésirée CS.

Driver Tools

CS-300

Q1: What's the difference among "Disable", "Always On", "Text Only" and "Disable doing color printing" on the "Device Option" of "Printing Preferences"?

A:
1. "Disable": The "Resin K" will always not be applied to print the graphics and graphical objects. It means the color in black (RGB=0,0,0) will always be composed by Y, M and C.
2. "Always On": The "Resin K" will be applied to print the graphic which is in black (RGB=0,0,0).
3. "Text Only": The "Resin K" will be applied to print the graphical object- "Text" which is transmitted by GDI command and in black (RGB=0,0,0), but not all the graphical objects.
4. "Disable doing color printing": The "Resin K" will be applied to print all the graphical objects that are transmitted by GDI command and in black (RGB = 0,0,0).

NOTE:
1. Graphical Device Interface, a Microsoft Windows standard for representing graphical objects and transmitting them to output devices, such as monitors and printers.
2. It is recommended to select "Disable doing color printing" if you are not going to use CardDésirée CS to print.
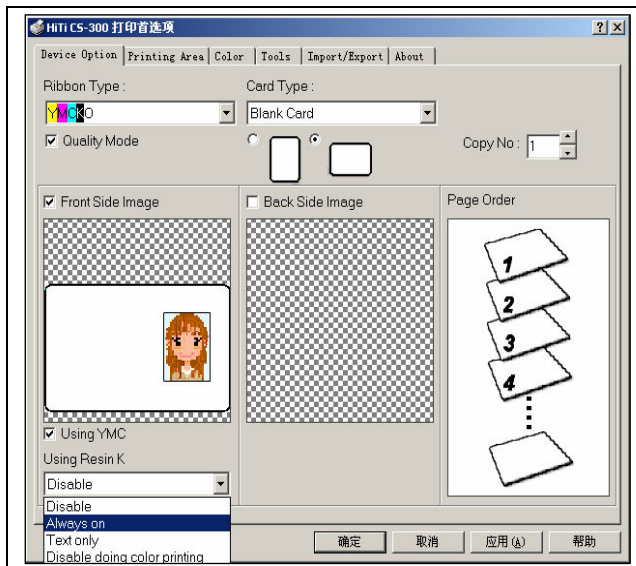
Q2: What's the difference between "Always On" and "Disable doing color printing"?

A:

1. "Always On": The "Resin K" will be applied to print the graphic which is in black (RGB=0,0,0).

2. "Disable doing color printing": The "Resin K" will be applied to print all the graphical objects that are transmitted by GDI command and in black (RGB = 0,0,0).

It is recommended to select "Disable doing color printing" if you are not going to use CardDésirée CS to print. "Always On" will bring poorer performance than "Disable doing color printing" on the registration of black color because the printer can't precisely make "Resin K" been printed on the vacant area.

Q3: Can I print YMCO on the front side and Resin K on the back side?

A:

Yes, you can. Please update printer driver to v2.9 or above to get such function.

The settings on the tool of printer driver are:

1. Go to "Printing Preferences/ Device Option"

2. Select "Disable" from "Using Resin K".

3. Enable "Back Side Image" printing.

4. Disable "Using YMC".

5. Select "Text Only" from "Using Resin K".

6. Press "OK" to complete the settings.
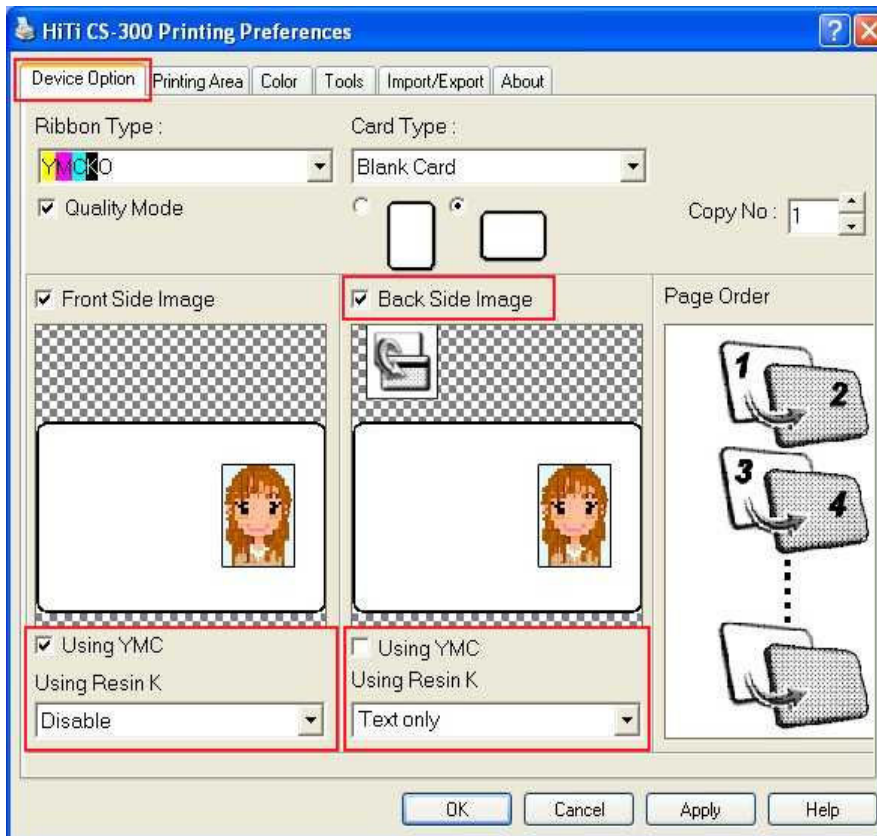
Q4: How to lock the printing format to avoid the affection of the setting with the default printer?

A:

Please update to the latest version of driver to apply this function.

Go into Printing Preference/ Device Option, select your printing format and check the box of "Lock" to fix your format to avoid the affection of the setting with the default printer.
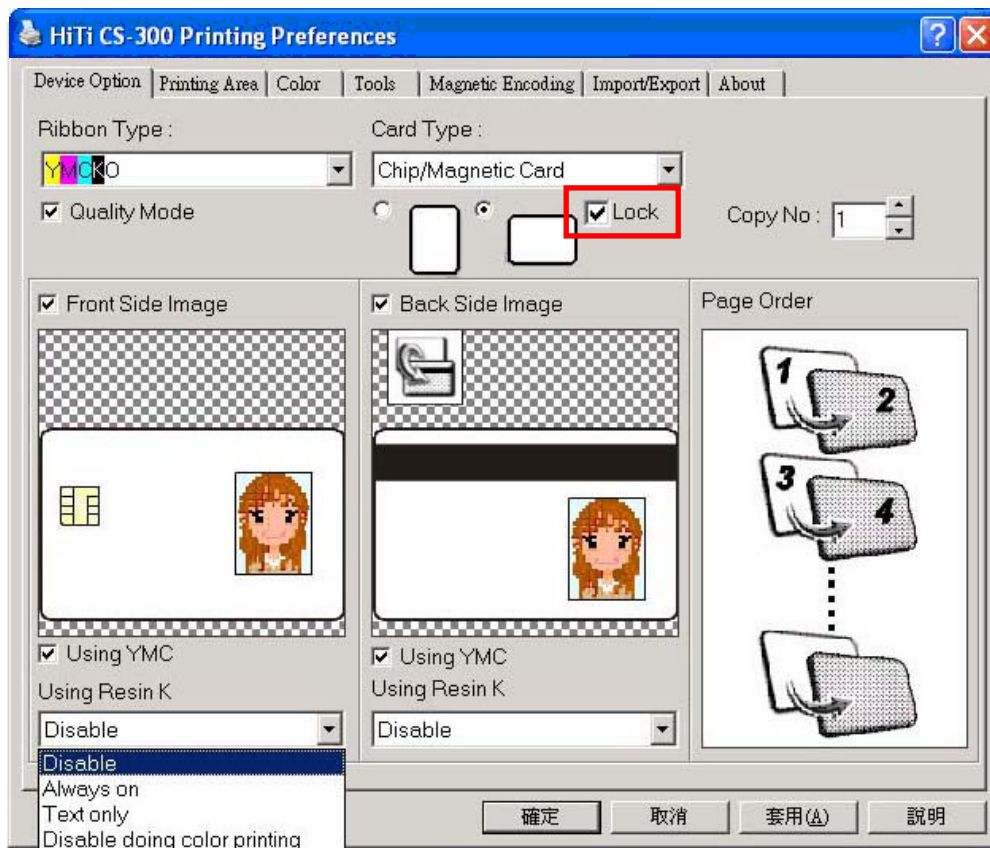
Q5: How to set the retry times if magnetic encoding fails?

A:

Go into Printing Preference/ Magnetic Encoding, change "Retry No" to set the retry times if magnetic encoding fail.

After finishing encoding, the encoder will automatically read the data for the verification. If the reading fails, the device can be set to repeat the process according to user's setting.
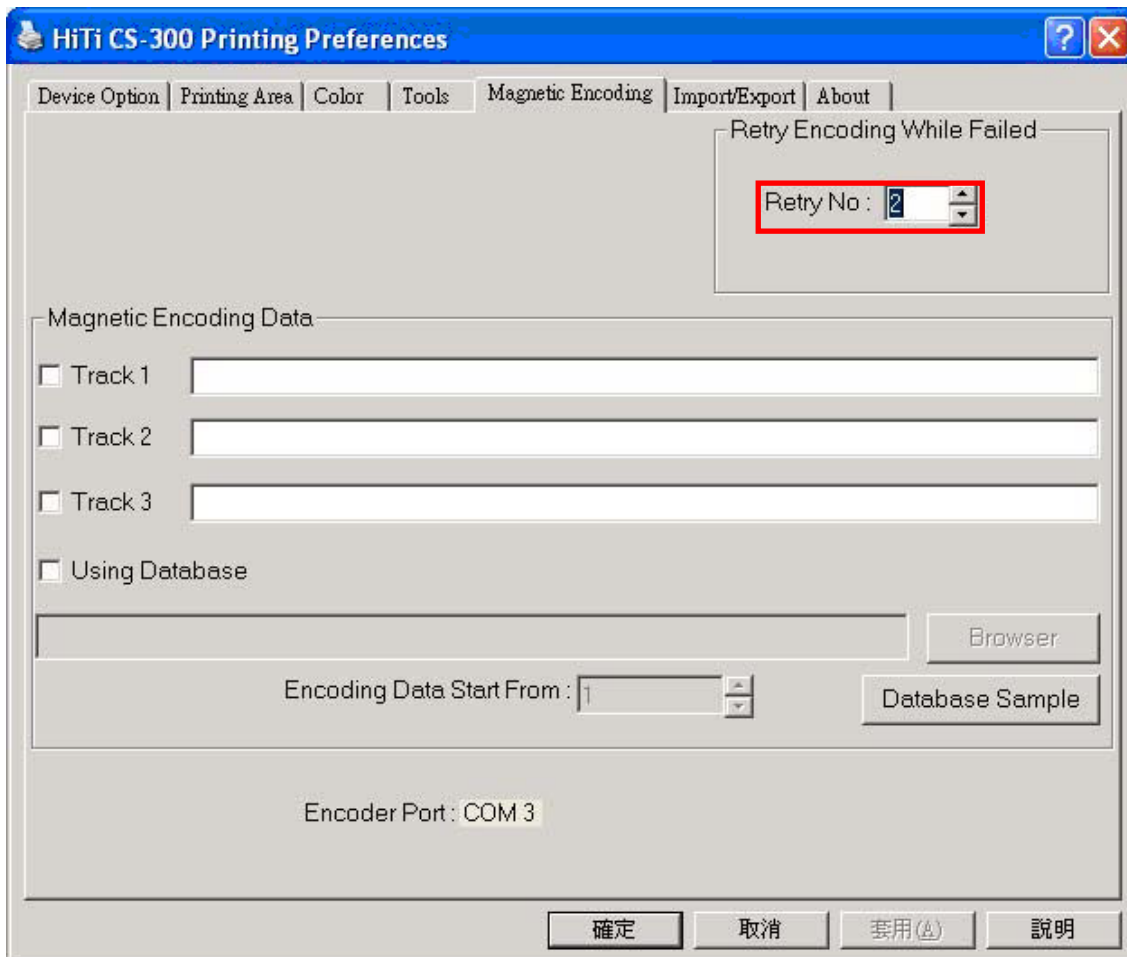
Printer Operation

640Amphi

Q1: Can I use 640Amphi on Mac?

A:

No, 640Amphi can't work on Mac; however, it can work on Windows and Linux OS.

Q2: Can I use 2 or more HiTi 640Amphi with one PC?

A:

Yes, HiTi 640Amphi supports parallel printing. When the second printer is connected, you need to install the driver again, and you will find "HiTi USB Photo Printer MODEL NAME (copy 2)" in the printer folder.

Q3: Why there's a loud noise when I reset my 640Amphi?

A:

Please DO NOT power on and off suddenly, this action may be fatal to the printer.

CS-300

Q1: How many sheets is the capacity of the rejected box?
A:
10 sheets.

Q2: How to insert the cards properly?
A:
1. Shake the whole pile of the cards on the tabletop to not only separate the cards but also align the cards along the longer edge;
2. Put the whole pile of the cards vertically on the rollers and put the weight on the top (please do not push the card in any more);
3. Close the cover.

Chap 5. Printing Problems

640Amphi

Q1: What should I do if a "Paper Jam" error message occurs?

A:

1. Please make sure the blank cards you are using are HiTi's standard blank cards.
2. Please make sure the blank cards are separated before you install them into paper cassette. (HiTi suggest unfolding blank cards by your hands before installation.)
3. If jam problem happens, please switch off the printer. 5 seconds later, switch on the printer then pull jammed blank card out from the front or back exit slot.
4. Please contact HiTi's Customer Service Department or your HiTi's distributor for assistance.

Q2: What can I do if a "Ribbon Out" error message occurs?

A:

1. Please make sure that the ribbon has run out (there shouldn't be any ribbon left in the spool w/ the tab on the side) If there is ribbon beyond yellow in the unused spool, then it was a pre-mature message and you should still able to print.
2. Please contact HiTi Customer Service Department for further assistance. (HiTi's staff will guide you how to resolve the problem step-by-step.)

Q3: What should I do if a "Cover Open" error message occurs before printing?

A:

1. Make sure the ribbon door has been closed tightly and correctly.
2. Make sure the ribbon cartridge has been installed properly.

Q4: What should I do if a "Ribbon Type Mismatch" error message occurs before printing?

A:

1. Open the ribbon door to make sure the ribbon was installed correctly.
2. Please make sure you are using a correct HiTi ribbon. (HiTi offers 4 types of ribbon: YMCO, YMCYMCO, KO and Gold ribbons.)
3. Please make sure you are using HiTi's ribbon, and it has no physical damage.

Q5: What should I do if a "Paper Type Mismatch" error message occurs?

A:

1. Make sure the media was placed properly in the paper cassette.

2. Make sure the ribbon was placed properly in the printer.
3. Make sure you have placed the correct type of media in accordance to your settings in the program that you are using.

Q6: What can I do if a "Paper Out" error message occurs?

A:

1. Please turn the printer off and remove the paper cassette. Turn on the printer first, and then insert the paper cassette. (To make sure the paper feeding device is completely on the correct position.)
2. Please remove the paper cassette. Try to execute a printing job first, and then insert the paper cassette after you see a "Paper Out" error message. (To make sure the paper feeding device is completely on the correct position.)
3. Do NOT remove paper cassette under processing..
4. Do NOT install paper cassette under processing.
5. Please buy a HiTi cleaning kit. Use cleaning paper to clean the paper take-up roller.
6. To ensure blank cards are loaded well, please unfold blank cards before loading them and shake paper cassette after loading blank cards.
7. Please contact HiTi's Customer Service Department or your HiTi's distributor for further assistance.

CS-300

Q1: Why is there a "Card Jam" message after printing the first side?

A:

1. After opening new printer's package, please remember to assemble the cleaning roller. If the cleaning roller is absent while printing, it will cause card jam while printing the second side. When moving the printer, please remove the cleaning roller to prevent internal damages during transportation. Please refer to "Q3" for installation guidance of the cleaning roller.
2. If the card used to print is not set to the correct thickness selection then there will be card jam problem as well.
3. The weight card should always be placed on the top of cards to prevent card feeding problems.

Q2: How can I solve "Card Jam" problem?

A:

There are 3 ways to solve card jam, "auto remove", "semi-auto remove", "manual remove". Please follow the instruction on the indicator to solve card jam problem.

Q3: How do I install the cleaning roller?

A:

Please insert the cleaning roller spool into the spool receivers. Turn the cleaning roller after installation. If it turns smoothly, the installation of the cleaning roller is correct if it does not turn smoothly, please re-install the cleaning roller.

Please close cleaning module cover and close ribbon door to finish the cleaning roller installation.
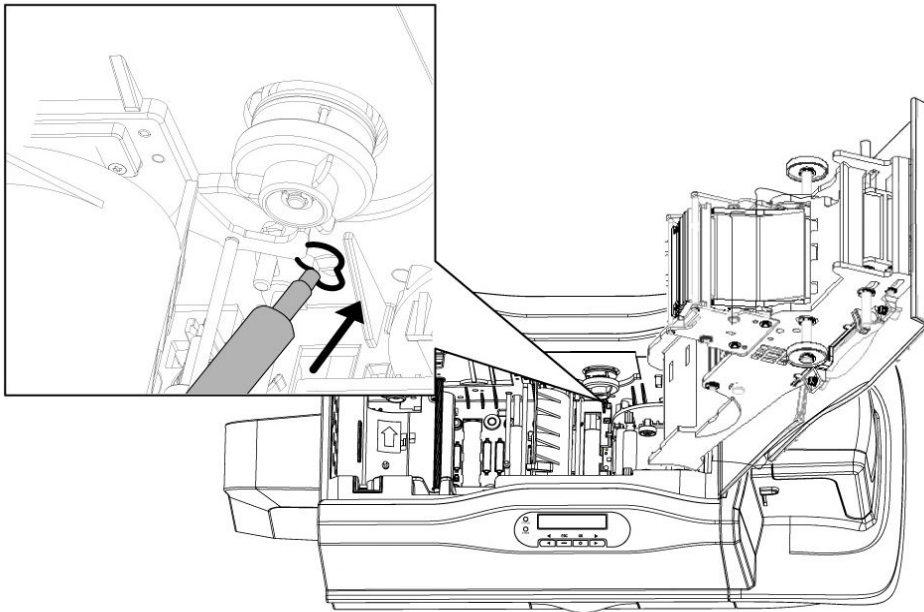
Q4: What should I do if a "Card Out" error message occurs?

A:

Select "Cancel" and try again after resetting the printer. If the problem persists, please take all the cards out and stamp them on the desk until they are not attached to each other. "Card-Weight" should always be placed on the top of the cards, or there won't be enough attrition for the card feeding.

Q5: How to install smart card & magnetic card to the CS-300?

A:

1. Smart Card: Please put the card with the side where the IC chip is facing upward.
2. Magnetic Card: Please put the card with the side where the magnetic stripe is facing downward.

Smart Card
← Insert Direction

Magnetic Card
← Insert Direction
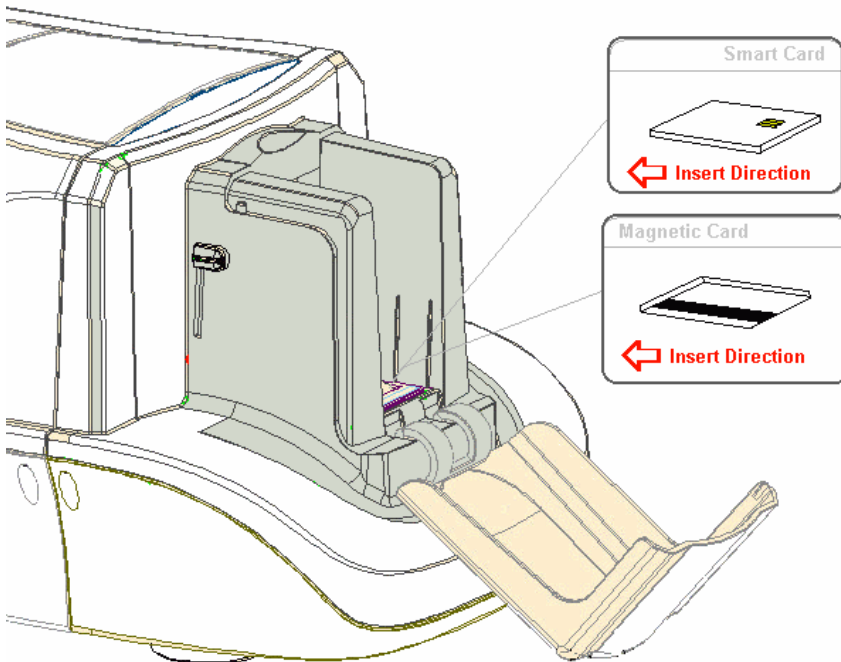
Q6: What's the "Quality Mode" used for?

A:

1. Enable: Printing quality is the highest priority; however, the printing speed will be slower to 38 sec/side.
2. Disable: Printing speed is the highest priority (around 31 sec/side); however, the printing quality will be poorer.
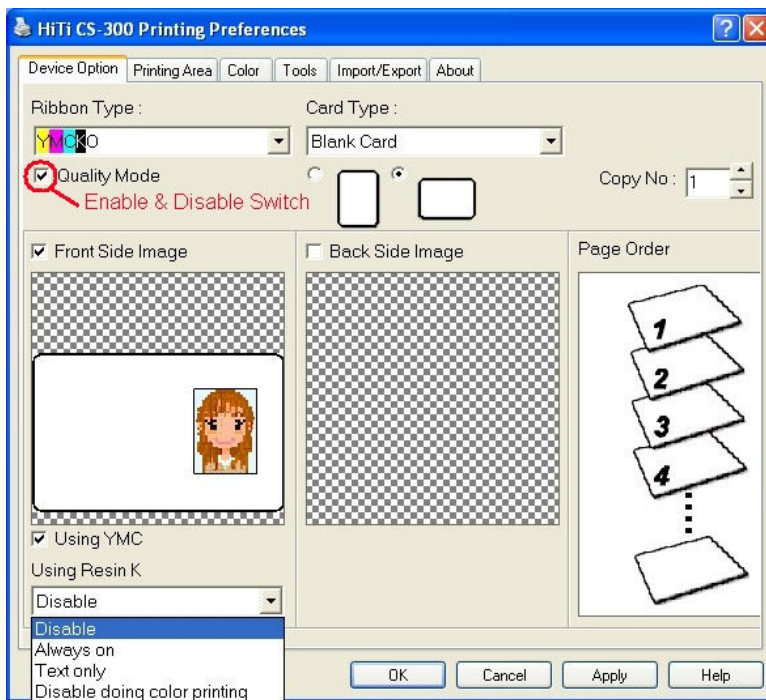
Q7: How and when should the CS-300 be cleaned?

A:

1. Every 100 prints, or when there are dust particles on the printouts.
2. Please check and clean the cleaning roller occasionally.

Cleaning Method:

1. Cleaning Card: Take the ribbon out of the printer, and select the cleaning mode by using the indicator. Put in the cleaning card and start the cleaning process.
2. Cleaning Roller: Take the cleaning roller out of the printer, and roll it repeatly on the cleaning paper.

Q8: What should I do if a "Ribbon Out" error message occurs?

A:

1. Please make sure if ribbon has been run out indeed.
2. If ribbon hasn't been run out but the "Ribbon Out" problem occurs, please select "DEVICE INFO" from the LCD controller panel then press "OK". Select "RIBBON CH1" and press "OK", and then select "CH2" to enable the second set of ribbon-searching device. Please contact HiTi Customer Service Department or HiTi's distributor for assistance if this change can't resolve the "Ribbon Out" problem. (Note: Please DO NOT change the default setting if there is no "Ribbon Out" problem occurs.)

Q9: Does "Card Jam" error has anything to do with the driver tool "Print Position Adjuster"?

A:

The setting inside the driver is for adjusting the printing edge. Changing these settings will not cause "Card Jam" error.

There is a "Card Depth" selection here. The printing edge will be different according to it. User can adjust it based on different card depth when the edge of printout shows while lines.
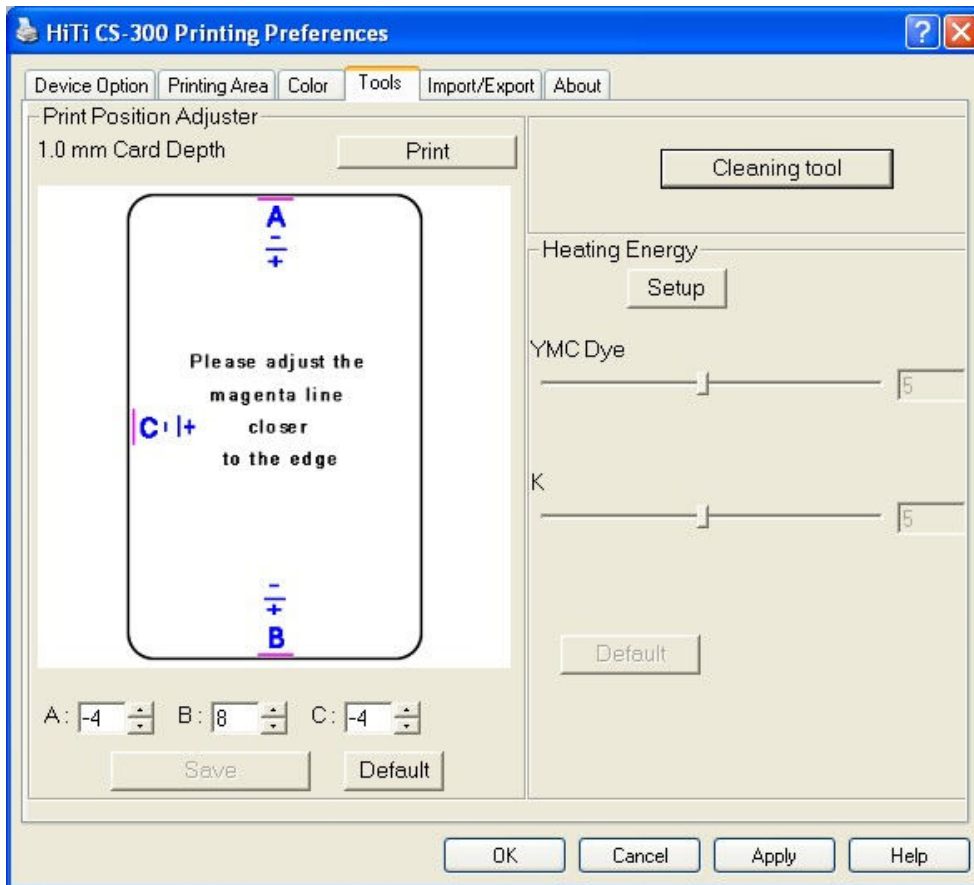
Q10: How come there is a "USB is connecting" or "Printer No Response" message before, during or after printing? How to avoid it?

A:

1. Please don't use other USB devices at the same time to avoid USB compatibility problem if your PC is using USB 1.1 Host Controller.
2. To avoid the USB compatibility problem, please upgrade your PC to USB 2.0 Host Controller.

NOTE:

You can check version of the Host Controller via "Control Panel/ System/ Hardware/ Device Manager/ USB Universal Host Controller". It is USB 2.0 Host Controller if you see "xxx xxxx Enhanced Host Controller xxxx".

Q11: What should I do if a "Cam_TPH Error" or "Cam_Pinch Error" message occurs?

A:

Please update printer's driver to v2.9 or above and firmware to v0.96 or above at the same time.

Q12: Why do I get "ribbon out" problem in the first sheet of ribbon?

A:

The ribbon might be too loose and overlapped, and the sensor in the printer cannot detect

the correct color of ribbon.

Please wind the ribbon tightly before removing the fastener on the ribbon. Then follow the instruction to insert the ribbon into the printer.

Q13: Why does my HiTi printer get "printer has no response" and try to reconnect USB while the other USB device is work on the same computer?

A:

If you plug some USB device and HiTi printer into the same USB ver. 1.1 host controller, and both work at the same time, there might be some USB conflict and interrupt the printing job. You can either upgrade your computer to USB ver. 1.1 or stop working the other USB device while HiTi printer printing. Or you can try to switch the other USB device into different USB port and use the program, CheckUsb.exe, to check if any conflict in the USB connection.

Q14: What can I do with "Card out or card feeding error" while printing dual track magnetic stripe card?

A:

Please update firmware to version 0.96 or later from HiTi website: http://www.hi-ti.com. And then change the setting in ADF sensor sel to ADF sensor 2 in on the LCD display.

Q15: Why do I get the "Cam Pinch Error" or "Cam TPH Error"?

A:

Please update firmware to version 0.96 or later from HiTi website: http://www.hi-ti.com. If the problem insists, please contact HiTi's Customer Service Department or your HiTi's distributor for assistance.

Q16: Why is the printer off-line and what should I do?

A:

It might be caused by the power switch is in off, the power cord is not connected to the power outlet or the USB cable is not connected to a PC or the card printer.

Check the power cord:

1. Check if the power cord properly connected to the power outlet and make sure the power switch is turned ON.
2. If the power is ON and all functions are normal, the status light will display solid green.

Check USB Cable:

1. Check if the USB cable is properly connected to a PC.
2. Please check if the USB cable is properly connected to the printer.

Q17: Why does the computer show "Printer doesn't exist" after connecting to the printer?

A:

The driver has not been installed.

Please follow the instruction from HiTi Card Printer CS-300 User Manual to install the driver.

You can download the latest driver from HiTi website: http://www.hi-ti.com.

Q18: What should I do if "Card out or feeding error" happens?

A:

Please check if the Card Input Hopper is empty, if the thickness of the card in the Card Input Hopper matches the selected card thickness, if the weight is placed on the cards or not, or make sure the cards are not sticking to each other.

If you still can not resolve the problem, please refer to the following procedures:

1. If the error message appears after you place the cards with printed back side into the Card Input Hopper, please switch CARD OUT SNR to [DISABLE] through the LCD display.
2. The error occurs after feeding a card,
   (1) If you use a magnetic stripe card, please confirm the card direction is correct.
   (2) If you use double-magnetic cards or the card with printed back side, please switch ADF SENSOR to SENSOR2 through LCD display.

Q19: What should I do if "Card mismatch" happens?

A:

Please insert the standard CR-80 cards.

Q20: What should I do if "Ribbon out" happens?

A:

Please re-install the ribbon or install a new ribbon.

Please follow the instruction from LCD display to switch the ribbon sensors to RIBBON CH2.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q21: What should I do if "Ribbon missing" happens?

A:

1. Please make sure the ribbon is present.
2. Please make sure the ribbon has been installed properly.
3. Please clean the chip on the side of the ribbon and re-install the ribbon to the card printer.
4. Please close the ribbon door properly.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi

customer service center.

Web site: http://www.hi-ti.com

Q22: What should I do if "Ribbon IC R/W error" happens?

A:

1. Please remove the ribbon.
2. Please clean the chip in the side of the ribbon and re-install ribbon.
3. If the error message still exists, please install a new ribbon.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q23: What should I do if "Unsupported ribbon" or "Unknown ribbon" happens?

A:

The ribbon might be wrong for this printer or can not be recognized.

Please install the correct ribbon.

Q24: What should I do if "Card jam in card path" or "Card jam in flipper" happens?

A:

Please remove the card by following the instructions on printer LCD monitor before continuing the print job. Please press [OK] to receive step by step instruction.

1. OPEN THE DOOR: Open the ribbon door to see if the card and the ribbon sticking together.
2. TAKE OFF RIBBON: Remove the ribbon.
3. There are three options jammed card removal. Please press [<] or [>] to select one of these options:
    (1) AUTO REMOVE CARD: Press [OK], the card printer will show "MOVING CARD" and remove the card automatically.
    (2) SEMI-AUTO REMOVE: Press [OK], The LCD display will show "CONTROL BUTTON", press [<] or [>] to remove the card. After removing the cards, press [OK] to clear the error message.
    (3) MANUAL REMOVE: Press [OK], the LCD display will "REMOVE BY HAND". After removing the card, press [OK] to clear the error message.

NOTIC:

1. During "SEMI-AUTO REMOVE" or "MANUAL REMOVE" process, please DO NOT put your hands into the card printer.
2. If the LCD display does not show "NEXT" below the "CARD JAM" message, please empty the Rejected Box and then continue the troubleshooting process through the computer monitor.

Q25: What should I do if "Card jam in Rejected Box" happens?

A:

There might be cards jammed in the Rejected Box.

If the LCD display does not show "NEXT" below the "CARD JAM" message, please empty the Rejected Box and then continue the troubleshooting process.

Q26: What should I do if "R/J Box full" happens?

A:

Please empty the Rejected Box or follow the instruction from LCD display and press [NEXT] → [IGNORE THE ERROR] to clear this error condition.

Q27: What should I do if "R/J Box missing" happens?

A:

Please check if the Rejected Box has been properly installed or please follow the instruction on LCD display and press [NEXT] → [IGNORE THE ERROR] to clear this error condition.

Q28: What should I do if "Cam TPH error", " Cam pinch error", "Cam flipper error" or "Cam Mag error" happens?

A:

Press the "Cancel" button to restart the card printer. Or download latest version of Firmware from HiTi website and follow the instruction from HiTi Card Printer User Manual to re-install the firmware.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q29: What should I do if "Check sum error" happens?

A:

Press the "Cancel" button to restart the card printer. Or download latest version of Firmware from HiTi website and follow the instruction from HiTi Card Printer User Manual to re-install the firmware.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q30: What should I do if "Nvram R/W error" or "Nvram CRC error" happens?

A:

Please restart the card printer. If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q31: What should I do if "Command sequence error" happens?

A:

Please restart the card printer or download the latest Firmware from HiTi website and follow the instruction from HiTi Card Printer User Manual to re-install the firmware.

If the error message still occurs, please contact your nearest HiTi distributor or HiTi customer service center.

Web site: http://www.hi-ti.com

Q32: What should I do if "USB connection was broken" or "Trying to re-connect to device, please wait a moment" happens?

A:

Some USB devices and HiTi printer plug into the same USB 1.1 host controller, and both work at the same time, there might be some USB conflict and interrupt the printing job.

1. Please don't use other USB devices at the same time to avoid USB compatibility problem if your PC is using USB 1.1 Host Controller.
2. To avoid the USB compatibility problem, please upgrade your PC to USB 2.0 Host Controller.

Note:

You can check version of the Host Controller via "Control Panel/ System/ Hardware/ Device Manager/ USB Universal Host Controller". It is USB 2.0 Host Controller if you see "xxx xxxx Enhanced Host Controller xxxx".

Q33: What should I do if "Thermal print head overheat" happens?

A:

The printer will detect printing temperature automatically. When the temperature is too high, the printer will stop printing temporarily and cool the temperature down. The card printer will continue until the temperature is under 60°C.

This message also occurs when the temperature is too high in the operating environment.

1. Please wait for a while until the thermal print head cools down, and the printer will restart automatically.
2. Please use the card printer in an indoor environment with air conditioning.

Chap 6. Printout Quality Issues

Q1: What should I do if my printed cards have color shadows (Pixel Registration)?

A:

1. Please make sure the blank cards you are using are HiTi's standard blank cards.
2. Do NOT scratch roller if you meet jam problem.
3. Please contact HiTi's Customer Service Department or your HiTi's distributor for assistance.

Q2: What should I do if my printed cards have a white line?

A:

1. Please make sure there is nothing stuck on the surface of thermal print head. HiTi suggests using HiTi Cleaning Kit to maintain your printer after per 100 printings.
2. If you have cleaned thermal print head but the line still exists, please contact HiTi's Customer Service Department or your HiTi's distributor for further assistance.

Q3: What should I do if my printed cards have some horizontal lines?

A:

1. Please make sure the blank cards you are using are HiTi's standard blank cards.
2. Please contact HiTi's Customer Service Department or your HiTi's distributor for assistance.

Q4: How come my printed card gets fading?

A:

1. Please don't put printed card into the holder which is made by PVC, or the color of printed card will be stuck or transferred to PVC holder. HiTi suggests:
    (1) Laminate a cold lamination film to printed card as a protection.
    (2) Put PET or OPP slim and transparent cards to card holder to isolate printed card and card holder.
    (3) Put printed card into the holder which is made by PET or OPP, but not PVC.
2. Please don't use printed card under the surrounding of high temperature or high humidity.
3. Please don't store printed card with abrasive surface. (i.e. wallet.)

Q5: How come the text shows white borders when I print it by "Resin K"?
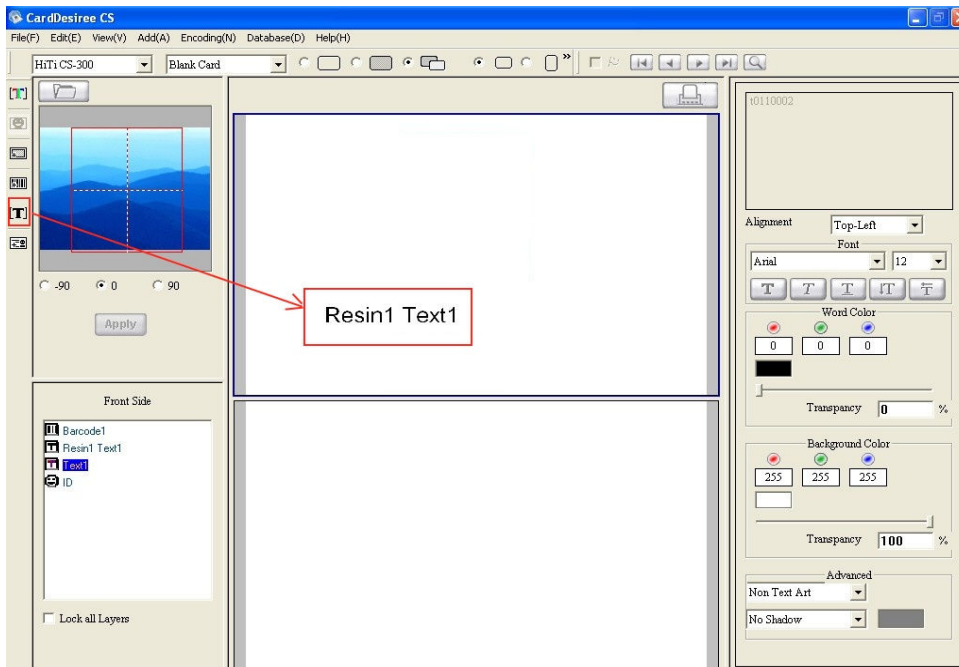
A:

This problem could happen if the "Device Option" is set to "Always On". Please change the setting to "Disable doing color printing" to avoid this problem.
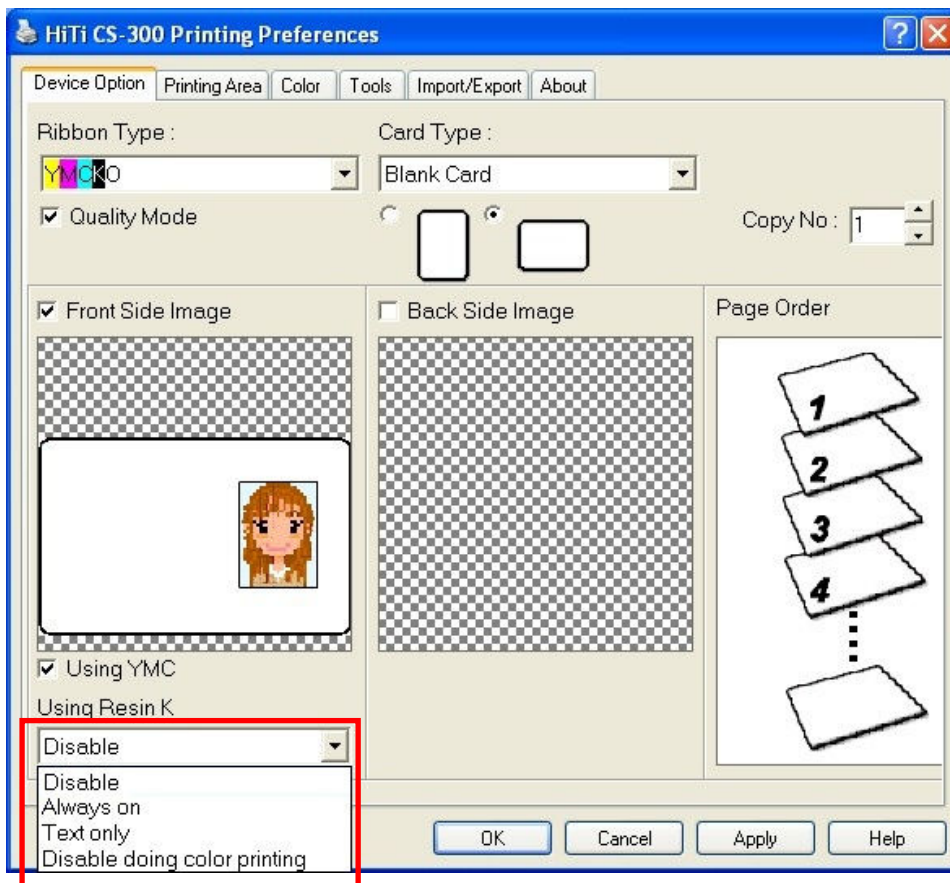
Q6: What should I do if the text of printout is not black enough?

A:

1. If you are using the CardDésirée CS, you can use "Resin Text" to print.
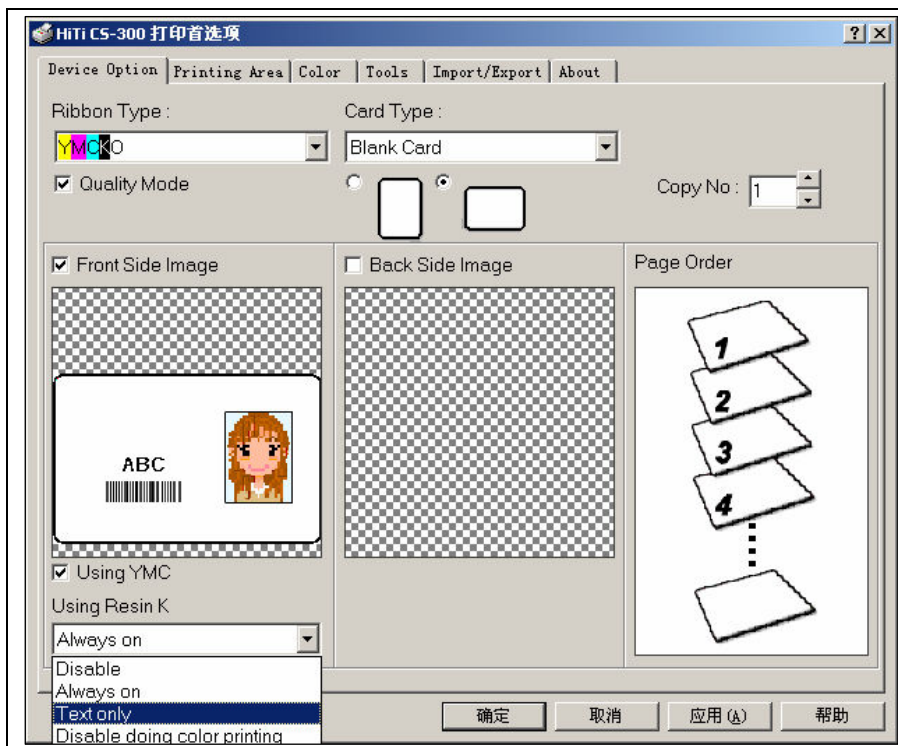

2. If you are using the third party software, i.e. CardFive or CorlDraw, you will need to select "Text Only" from the "Printing Preferences" of CS-300. Meanwhile, the text (a graphical object) that is developed by the third party software must be transmitted to

printer by GDI command so that the "Resin K" will be applied to print the text.

NOTE:

It is recommended to select "Disable doing color printing" if you are not going to use CardDésirée CS to print.


Q7: How do I define the printing area of the "Resin K" if I set the "Using Resin K" of the "Device Option" to "Always On"?
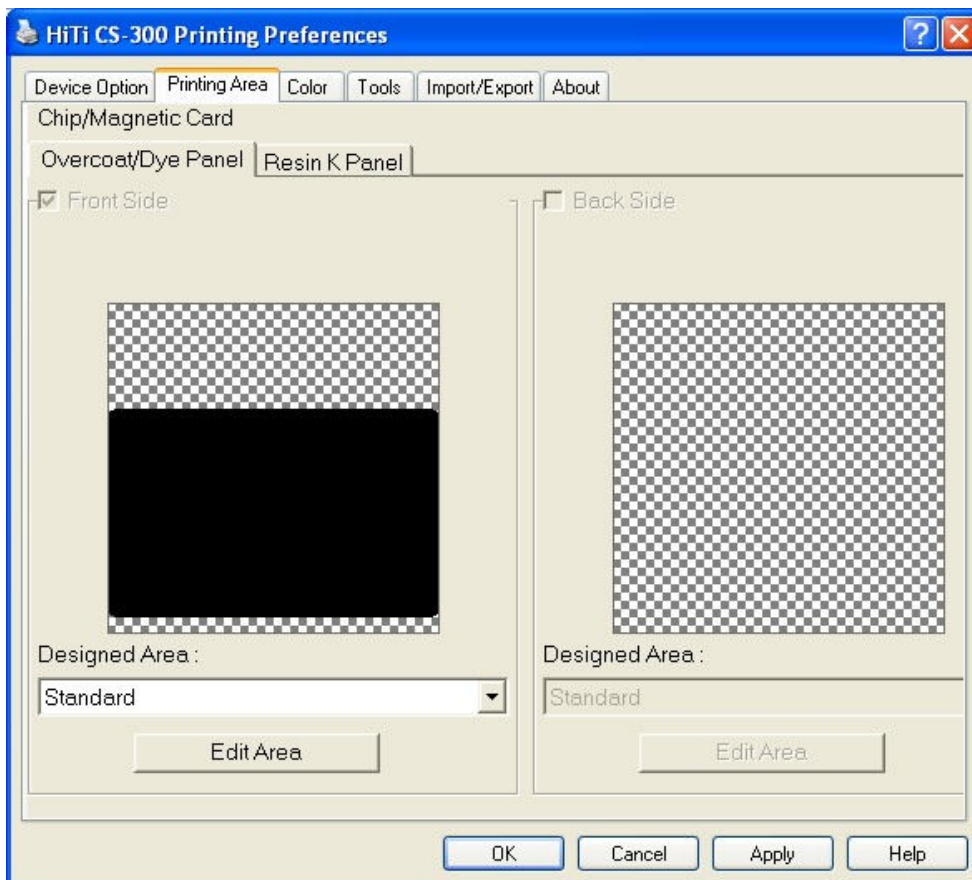
A:

If you are using the third party software (No need if you are using CardDésirée CS), i.e. CardFive or CorlDraw, you need to select "Always On" from the "Printing Preferences" of CS-300 to apply "Resin K". To prevent the poor gradations on specific area, i.e.hair, you can decide the printing area where you would like to apply "Resin K" to print.

1. Go to "Start --> Settings --> Printers --> Printing Preferences".
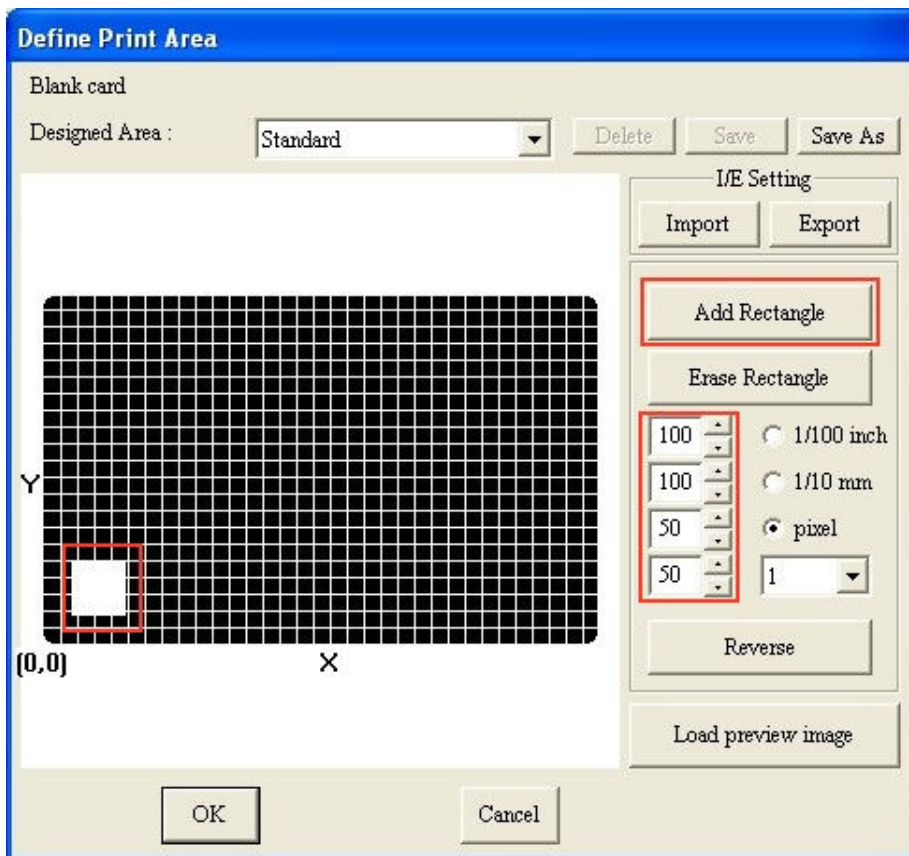2. Select "Always on".
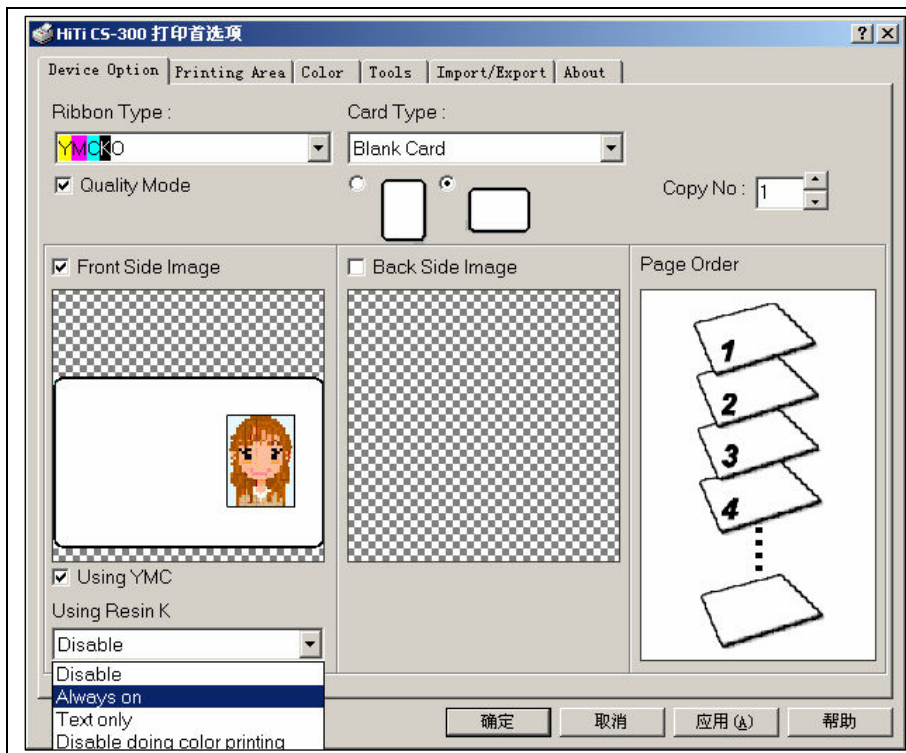
3. Select "Printing Area" and "Resin K Panel" and then click "Edit Area".

4. Select "Add Rectangle" to adjust "Resin K" printing size and position (The white area means the place where the "Resin K" will not be applied).

Multiple sections are allowed.

Q8: What can I do when the barcode is not black enough?

A:

1. Using CardDésirée CS to print.
2. If you are using the third party software, i.e. Card Five or CorlDraw, you will need to select "Disable doing color-printing" from the "Printing Preferences" of CS-300. Meanwhile, the barcode (a graphical object) that is developed by the third party software must be transmitted to printer by GDI command so that the "Resin K" will be applied to print the barcode.
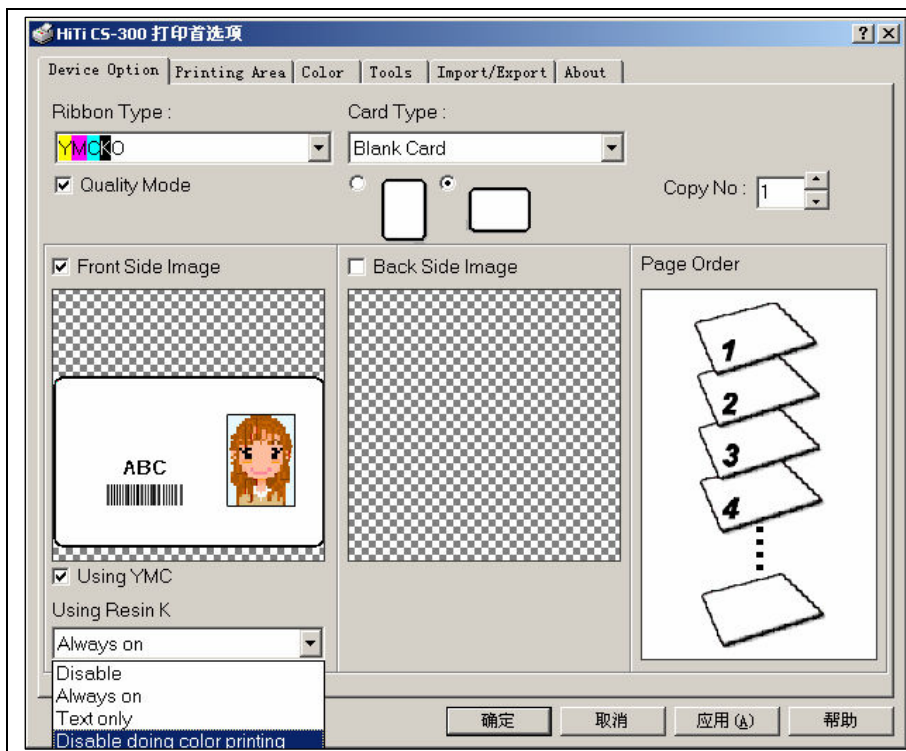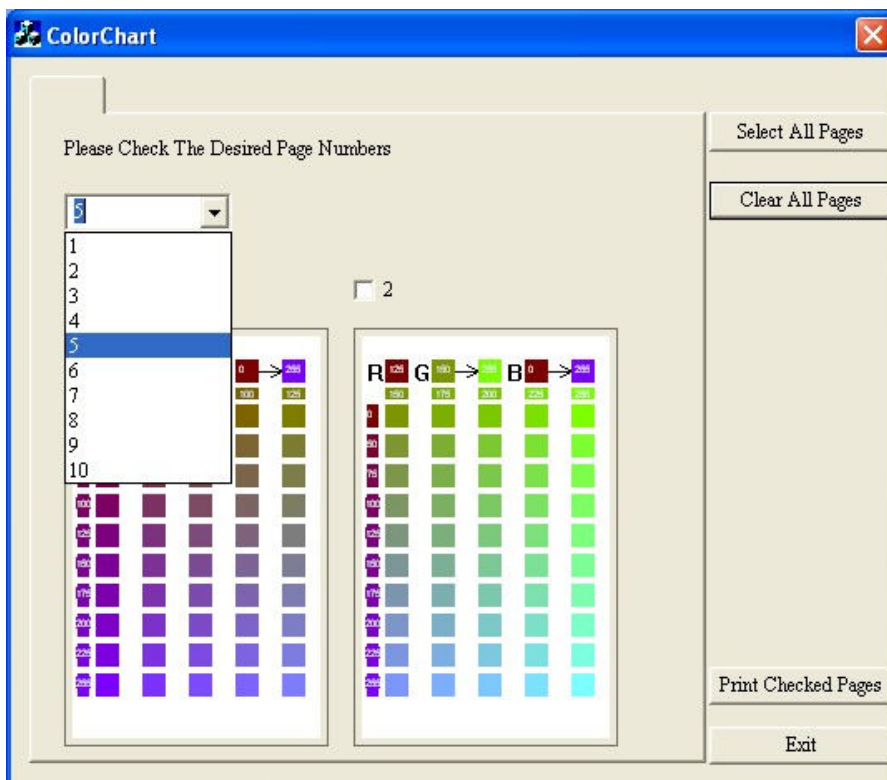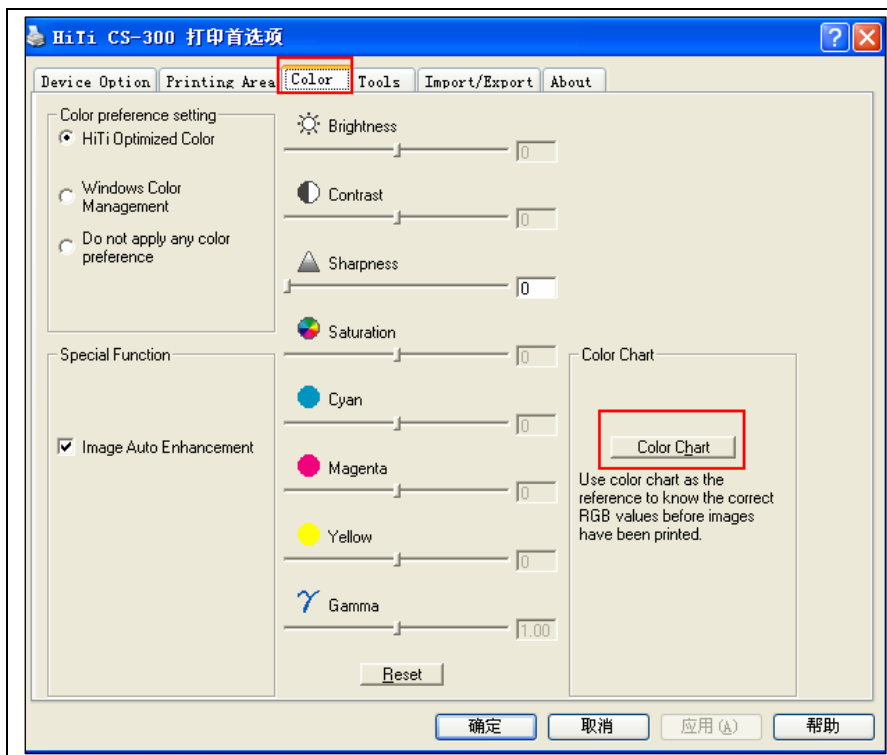
NOTE:

1. It is recommended to select "Disable doing color printing"if you are not going to use CardDésirée CS to print.
2. By selecting "Disable doing color printing", the printer is going to use "Resin K" to print the black part of every graphical objects.

Q9: How come the density of CS-300 printout is different to the screen?

A:

Please print the "Color Chart" then find out your favorite color then create image with specific RGB color values.

NOTE:

Due to the slight differences of each printer, it's required to print and apply color charts independently.

Q10: How come an image produced by 640Amphi is different to the one produced by CS-300?

A:

There will be slight differences between models since their mechanical and electronic structures are completely different. However, it's possible to make the output performance similar. By printing "Color Chart", user can clearly know what specific RGB values the printer will generate, and then decide RGB values of the source image to produce the similar output.

Q11: How come the printout color of logo produced by CS-300 is different to the one produced by other brands of printer?
A:

The logo originally made for other brands of card printer may not be suitable to HiTi CS-300 because the color rendition is different to most card printers. To ensure you can get the correct color performance, please apply HiTi's color chart to generate your favorite color.

Q12: Why do I get the portrait printout but the setting in the driver is landscape while printing from the software other than HiTi?
A:

Normal, while printing from the software other than HiTi, the printing settings will follow the settings of the default printer. So that you need to change the settings if the printer is not the default one and the settings are different from the default one.

Q13: How to adjust the white boundary on the printout?
A:

If you have white boundary on the printout, please set card's thickness and go to Printing Preference / Tool to print out a test chat, then modify parameter [A] or [B] or [C] to adjust printing position.

Note:

1. Please make sure the thickness adjuster position on the printer matches the thickness of the card before proceeding to modify parameter [A] or [B] or [C] to adjust print position.

2. When you modify the print position, please note that the red line is not too close to the edge of the card to avoid ribbon damage.